

Dijannah Clothing Terms of Service

Introduction

Welcome to Dijannah Clothing. This company is owned and operated by Khadijah Martin. These Terms of Services ("Terms") constitute the entire understanding and agreement between the Client ("the Client") and Dijannah Clothing relating to the purchase of the garment and alterations described on the invoice (the "Services") and supersedes and replaces any and all prior agreements, whether written or oral, that may exist between them with respect thereto.

This agreement is in effect as of January 1st 2023.

We reserve the right to change this User Agreement from time to time without notice. You acknowledge and agree that it is your responsibility to review this User Agreement periodically to familiarize yourself with any modifications.

Payments

Dijannah Clothing takes cash, cheques and bank transfer payments.

A non-refundable 50% deposit is required before work commences, the final balance is payable upon completion. Payment must be received before, or on, the day of collection, either by cash or bank transfer payment. Payments can also be paid monthly until the balance is cleared otherwise the items will not be released to the customer.

If you choose to do a bank transfer please contact us. The information will be sent to you via WhatsApp or email. When you've made the transfer we require a picture receipt via WhatsApp or email before we can proceed with garment construction.

Please pickup your garments within 30 days from the date we contact you to notify them that they are ready; unless you have communicated with us when you can pick them up.

All clients have 30 days from garment completion to pay the full amount required.

Consultation & Fitting

All consultations and fittings are by appointment. It is essential to either keep to the appointed time or inform us of delays or cancellations. We reserve the right to charge for missed appointments if no notice or less than 24 hours' notice is given for cancellation.

Consultation & Fitting Fees

All consultations are \$30. A consultation is considered the initial meet up where we take your measurements and discuss your garment needs.

House Call/Visits

For home visits a call out charge of \$100 up applies for visit. This fee covers meetup of taking measurements/collection of fabric, one fitting session and completed garment delivered. Additional fitting sessions cost \$50 each session.

Estimates & Pricing

All alterations and garment construction charges are calculated by time. We estimate your charges after measuring, fitting and pinning your clothes.

Requirements for Getting Garments Sewn

Please walk with the material or fabric that you would like sewn, as well as a picture of the garment you would like made.

We do purchase fabric on behalf of the individual. There is however a service fee of \$50. Upon completion of the garment you will need to provide full payment before collection.

Whether we buy the material or you bring your own, a down payment of 50% must be made before we can proceed with making the garment.

We do delivery upon completion. There is however a delivery fee of \$30 or more depending on where you're located.

Appointment Requirements

When making phone and whatsapp appointments, please send us a picture of yourself for verification.

When visiting the studio, please be informed that we only allow the persons who need their measurements taken on the compound. All other persons will be required to remain outside. Please inform us if someone else will be accompanying you to the consultation and fitting.

Cancellation and Refunds

We are entitled to cancel any consultations if any undesirable event occurs.

The client can cancel the order, free of charge, at any time during the consultation process.

Once the order is confirmed and the deposit paid, the order can be canceled before construction has started, but will incur an administration fee for the time lost and any materials already purchased. You have no rights to a full refund if you simply change your mind (Sale of Goods Act 1979).

If the client decides to cancel the project at the first fitting the cost of materials and labor for this will be deducted from the deposit paid.

If the client wishes to cancel the project after the toile fitting he/she will incur the charge for the full cost of the project. Refunds are not possible as final materials will have been purchased, time allocated to the project and construction started.

Changes to appointments

The client will have the opportunity to attend a toile fitting(applyes to brides only), fabric fitting, plus a final fit upon collection. Additional fittings can be requested at additional cost.

Fittings will be arranged at the convenience of the company and the client. Should the client need to cancel a fitting appointment they must inform the studio as soon as possible otherwise a cancellation fee for time wasted will be applicable.

A new fitting will be arranged, but any delay in the completion of the order due to a canceled/postponed appointment by the client is not the fault of the studio though every effort will be made to complete the order by the agreed deadline.

The customer is advised to wear the undergarments and shoes they intend to wear with the garments to ensure the correct fit. The studio takes no responsibility should the customer not do so, leading to the garment not fitting perfectly.

In addition, no responsibility is taken for garments that do not fit correctly if the client has gained or lost weight between the final fitting and collection, or any other reason beyond the studios control.

At each fitting the client will sign their agreement to any choices or changes made to the design and fabrics. Should the client be unable to attend fittings, measurements must be agreed in writing and the studio will make the garments to the measurements provided. The studio takes no responsibility if the garment(s) do not fit when based on the measurements provided by the clients.

The client is advised to wear the shoes they wish to wear with the outfit at this fitting, as changes cannot be made once the hem length is agreed on. Upon collection the client will try on the garment to ensure the fit is correct. Any requests for minor alterations must be made known as soon as possible, as once the garment and final payment have been exchanged, any further work will come at an additional cost and be completed only when and if possible, this includes defects incurred as a result of 'wear and tear'.

Alterations

Alterations are normally completed within 5-7 working days unless stated otherwise. We offer an express service as soon as the same day for an additional 25% express charge. Express alterations must be confirmed beforehand.

Uncollected Items & Disposal

Please note that we reserve the right to sell or dispose of any uncollected items after 60 days and no refund will be given.

We can store fabric and completed garments for longer than 60 days, but storage must be agreed in advance and will be charged for at a rate we will quote.

If you do not inform us in advance, for every 30 days that unused fabric or completed garments are stored at our warehouse the cost would be charged at a rate we will quote.