



DELIVERY AND TERMS OF BUSINESS

CouturIOUS operates as a UK mail order company. All prices are net plus packing and delivery. Export prices are ex-factory all freight, delivery and customs duty payable by the client.

COUTURIOUS ORDERING

All orders are to be paid in full on order placement. Payment by cheque made payable to "CouturIOUS". Bank transfer may also make payment to CouturIOUS. To place your order with CouturIOUS please call our office on 0207 109 1703. We will fill in your order form and send you a copy. We will then wait for payment before placing your order.

All orders will only be entered into production against cleared funds at which time written confirmation with an *approximate* dispatch date will be send together with your payment receipt. Please note that orders can only be cancelled within 3-day of being placed and paid for.

CouturIOUS reserve the right to raise a cancellation fee. This does not apply to bespoke orders please see our returns and refunds policy.

We advise that you are certain as to your requirements prior to ordering to save any disappointment.

CouturIOUS shall not under any circumstances be held liable for any losses special to the particular circumstances of the customer, indirect or consequential losses or loss of profits, damage of property or wasted expenditure.

TRADE

CouturIOUS does not hold trade accounts; payment is to be paid in full on order placement. Trade discounts may be available on request.

RETURNS/REFUNDS

We hope that you will be happy with your purchase, However if for any reason you are not, please follow the following instructions for returning items. Please order a sample (charges may apply). If unsure about suitability please call us for more information. Please check dimensions and colours before ordering.

We do not refund on over ordering and erroneous orders.

All deliveries must be checked within 3 days of receipt to ensure that we are advised of any problems immediately. After three days we cannot process your claim on damaged in transit goods so it is important to tell us within this time period.

We cannot refund on bespoke orders that have been specifically designed and manufactured for you.

Please ensure that when briefing on all bespoke orders that you request designs/samples/drawings & colour charts first, once we have your full approval to manufacture we will see this as a contract of your agreement and cannot cancel.

Couturios have the right to grant a refund through our terms and conditions please inform us immediately and return the items within 7 days. Please return the item unused, in perfect condition and in their full original clean packaging, which must not be marked or written on. Please note we do not offer a free returns service, we do NOT under any circumstances refund the return postage cost or the original delivery charges. It is your responsibility to pay for all additional return postage/delivery charges to Couturios. Please supply Couturios proof of your return delivery details, either by post or email.

Include with your return your customer order and name and address details; we cannot process a refund without these. Returned items will be checked and a refund will be issued by cheque payment within four to six weeks on order return.

We are not responsible for items lost in transit back to us. Items returned must arrive in perfect condition so please ensure that they are packed securely.

Please do not return items without prior agreement with Couturios

PRODUCT SERVICE DETAILS

We reserve the right to change any services, product prices, product specification and availability at any time. All prices and descriptions supersede all previous publications, all sizes, delivery times, delivery charges are approximate. We cannot guarantee that colours and details in images are accurate representations of the products. Stock availability information will be given on order placement.

THIS DOES NOT AFFECT YOUR STATUTORY RIGHTS