

DUCHESS CLOTHIER CUSTOM GARMENT ORDER POLICIES



THANK YOU SO MUCH for choosing Duchess Clothier for your sartorial needs! Please print your name/enter your initials in the boxes below each section to indicate that you understand and accept our terms. Please feel free to let us know if you have any questions or concerns.



FULL NAME *

*Required

ORDERING PROCESS*

At the time of order, we take at minimum a 80% deposit to process the order. The deposit is good toward the balance owed on your order at the time it is placed. Payment is due in full at your first fitting. Please review your order carefully to make sure it is correct. Our garments are made to measure, and are not returnable. Deposits are not refundable.

x (initials)

SIZING*

Our custom garments are made to reflect the measurements taken of your body at the time of order. We are unable to guarantee fit for self-measurement orders, as well as changes of body or mind. We understand that some clients might plan to lose/gain weight over the course of the process. We are happy to assist in accommodating/adjusting for this, but ultimately, planning a suit for unknown measurements (or measurements a Duchess staff member does not take personally) is at your own risk.

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FIT*

The Duchess Fit is slim (not tight) silhouette, with attractive shaping and thoughtful details. Our team will help guide you towards a fit that is both striking, comfortable and functional. We are your style advocates, and have a unique perspective on suit fit and function! We understand that everyone's aesthetic differs, and want to celebrate it, while creating garments that you will enjoy for years to come. If you choose to aim for a fit that falls outside our recommended silhouette, we are happy to accommodate. However, alterations resulting from this will be charged separately. Please discuss your specific fit desires and questions with your consultant before production begins.

If you discuss and confirm a fit with your consultant that is outside traditional Duchess fit, you acknowledge the following possibilities related to "over-tailoring":

- Discomfort
- Restricted range of motion
- Strain on the seams/seam failure
- Increased risk of fabric abrasion which can create weak areas, pilling, and possibly holes

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ALTERATIONS*

We offer exceptional alteration services in-house. Since custom garments are made to measure and do not go through multiple muslins, **1-3 rounds of alterations are customary, and to be expected.** Since each round of alterations can take 3-4 weeks each time, planning for this timeline is crucial from the beginning. Occasionally, more are needed, which we are happy to provide. If your measurements are taken by a Duchess Consultant, alterations needed to perfect your fit are included in our pricing, while alterations related to body changes will have additional charges. If your measurements are self-submitted, any alterations will be invoiced separately. We suggest booking your fitting as soon as possible when your garments are ready, to ensure the maximum amount of time to accomplish alterations.

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FABRIC INFORMATION*

We offer custom garments in both "in-house" selected fabrics, and CMT fabrics (provided by the client or personally sourced by Duchess consultant). There may be small discrepancies due to the nature of each fabric, such as variations in dye lot, a slub in the weave, or small, minor imperfections due to the nature of delicate fabrics. These variations should be viewed as traits of a handmade garment and not flaws. We have very high standards for the quality of the products we sell; every item is fully measured and inspected throughout the entire process, including after each and every round of alterations.

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DELIVERY*

Please allow 12-20 weeks for delivery upon placing your order. The "first fitting" date we provide at the time of order is an estimate. There are, occasionally, short delays (garments also sometimes come early). We are mindful of your deadlines and will always ensure your order arrives in plenty of time for your event. We will occasionally, and on a case-by-case basis, accept rush orders. If you place an order with a short timeframe such that expedited shipping is required, any additional shipping costs will be at your expense, and the fitting process may be abbreviated accordingly. Please note, all garments ordered take a similar amount of time to move through our queue, whether it is a 3pc suit, or a single shirt. If an additional garment is added to a pre-existing order, it will take additional time to complete and will likely not be ready in the same timeline of the original order.

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RETURN/ALTERATIONS POLICY*

Because all garments are made to order, there are no exchanges or returns on custom merchandise. All sales are final. If you believe your garment is flawed, please notify us within 7 days of receiving it. Please do not alter a garment you believe to be defective - if that is determined to be the case, we must have it returned in its original condition for the error to be corrected. We will usually require an in-person fitting or pictures to help ensure the correct procedure for adjustments at this point. If alterations are requested after 30 days post-delivery, they will be invoiced separately.

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ORDER CHANGES*

We know that plans change, and that it is sometimes necessary to change a size, change a fabric color, etc. We will do anything we can to accommodate these requests, but please note that the vast majority of design decisions are final and initial actions have been put into motion within 24 hours of confirming your order/paying the deposit. We take great care to expedite as quickly as possible, as the custom process is very time and labor intensive, and we want to ensure plenty of time for fittings and alterations before your due date.

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Duchess, Clothier