

# OUR CUSTOM ORDER PROCESS

## ADJUSTMENT AND CUSTOM ORDER POLICIES AND PROCEDURES

Please read the below policies and procedures carefully before purchasing from REP KULTURE. We're delight to take part in your customisation journey. Please carefully read the below.

Rep Kulture clothing is designed in house and made by its partner tailors in Africa. We endeavour to offer you the best of service and to give you the best quality pieces at affordable rates. All Rep Kulture designs offered to you are copyright of Rep Kulture.

At the beginning of each custom order, we encourage all our clients to come in store for an initial consultation in order for measurements and design finalisations to be made. Should it not be possible for you to make it into the store, we encourage you to send your own measurements or otherwise follow our standard sizing guide. However please be aware that we cannot be held liable or will we be required to pay for any further adjustments or alterations to your clothing. This cost will be incurred by you (the Client). REP KULTURE offers discounted alteration services through its partnerships with various tailors however any further alterations are to the cost of the client.

Our in house designer will usually finalise your required design after your initial consultation and we will send you a copy of the design in order to gain your confirmation. Once confirmed, and once we have taken your measurements, we send your order off to our tailor who will source your fabric and begin working on your order. Please be aware that once your order is being made, and print is confirmed we are unable to change print option to an alternate print. Please ensure you are fully happy with your print before confirming your order. **We usually allow up to 10 days for our tailor to send update photos.** Our team will make recommends based on print choice, however these are recommendations only and we will not be held liable for any decision made by you to go ahead with a fabric.

Once your order is completed, we usually send you an initial update showing pictures of your design and once confirmed we ship off your order. Please be aware that you can make changes to your outfit at this stage however this may incur a small fee. We work closely with you to ensure that the finalised design is as you would like it to be and only ship your order once you're happy.

**Due to the nature of our business,** we cannot guarantee a perfect fit hence once your clothing arrives, we offer a complimentary adjustment at no extra cost to you. Any further adjustments thereafter will be paid for by you (the client). For interstate clients, unfortunately we cannot cover any further adjustments. For larger orders consisting of 3 or more people , all adjustment will be covered by the client unless otherwise specified by Rep Kulture

We are more than happy to provide our in-house seamstress to help with understanding what your perfect fit is and choosing the right sizing: Please be aware that this would be a recommendation only and any decision to go forward from this point will not be held against REP KULTURE and team.

## SHIPMENT

REP KULTURE is not responsible for delays in shipment as we outsource our shipping. All order

updates are sent via email to the email provided, If you have not received update emails from us please get in contact with the REPKULTURE team immediately

## **REPKULTURE CUSTOM ORDER PROCESS TERMS AND CONDITIONS**

Payment of the invoice forwarded will reflect an acceptance of the following terms and conditions.

1. Our process is streamlined and we are not responsible for mistakes made if the wrong sizing is given to us. We do offer a complimentary adjustment at no extra cost to you. However please be aware that this is for your initial adjustment only. For larger orders consisting of 3 or more people , all adjustment will be covered by the client unless otherwise specified by Rep Kulture
2. We are happy to cover any changes you would like to make if the change is as a result of an error on our part. We however do endeavour to give you the best product and to make sure you are happy with your outfit/s
3. A small fee is required to make adjustments should you need to make any changes to your outfits
4. We offer 1 free adjustment for the bride and groom. (WEDDING ORDERS ONLY).
5. Payment of this quote is an acceptance of these terms and conditions.
6. We are committed to ensuring you are happy with your order so please give us any feedback you wish to as we value your open feedback.
7. An initial 50% deposit is required to start your order. The rest will be due upon completion of your outfit by our tailors. Your initial deposit is non refundable.

**Client Name** \_\_\_\_\_

**Client Signature** \_\_\_\_\_