Terms & Conditions – Bridal Outfitter

Welcome to Bridal Outfitter. These Terms & Conditions govern the use of our website, products, and services. By accessing or purchasing from Bridal Outfitter, you agree to be bound by these Terms & Conditions.

1. Company Information

Bridal Outfitter ("we", "us", "our") is a South African business specialising in bridal wear, wedding décor, and related products.

- We are **not VAT registered**.
- We operate online and deliver across South Africa via trusted courier services.

2. Products & Services

2.1 We offer wedding-related products including (but not limited to) dresses, accessories, décor items, and custom-made products.
2.2 Product descriptions, images, and pricing are provided as accurately as possible. However, slight variations in colour, material, or design may occur.
2.3 Custom and pre-order items may require additional production time.
2.4 We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate.

3. Orders & Payments

3.1 Orders are confirmed only once payment has been received.
3.2 We accept **online payments via PayFast** (Visa, MasterCard, Instant EFT, etc.).
3.3 Prices shown on the website **exclude VAT** as Bridal Outfitter is not a VAT-registered entity.
3.4 We reserve the right to cancel any order due to product unavailability, payment failure, or suspected fraud. In such cases, a full refund will be processed.

4. Shipping & Delivery

4.1 We deliver nationwide in South Africa using reliable courier services within **3 business days** after dispatch.
4.2 Delivery fees will be calculated at checkout unless stated otherwise during promotions.
4.3 **Fragile & delicate items** (e.g. glass décor, beaded dresses) are packaged with care. We take immense care in packing fragile goods like mirrors, ceramics, and glassware. However, accidents can happen during transit.

- **Mandatory Inspection: You must inspect all items immediately upon delivery** before signing the courier's waybill.
- **Reporting Damage:** If you notice any visible damage to the packaging or the products, please sign the waybill as "Damaged" and notify our customer service team at office@bridaloutfitter.com within **24 hours** of receipt. Please include clear photos of both the damaged product and the external packaging so we can process a rapid replacement.

4.5 The customer is responsible for providing the correct delivery address and contact details.

4.6 Order Processing & Lead Times

- All orders are processed and dispatched from our warehouse Monday through Friday, excluding public holidays.
- **In-Stock Items:** Orders for standard, in-stock products are processed and dispatched within **1 to 2 business days**.
- **Made-to-Order & Custom Items:** Custom-made items, textiles, or bespoke furniture require a manufacturing lead time of **2 to 4 weeks** before they are ready for dispatch.
- If your order contains a mix of in-stock and made-to-order items, the entire order will ship together once the custom items are complete unless a split shipment is requested (additional fees may apply).

5. Returns, Exchanges & Cancellations

5.1 Due to the nature of wedding products, **returns are only accepted for unused, unworn, and undamaged items** in their original packaging within **7 days of delivery**, excluding:

- Custom-made or altered dresses
- Sale/clearance items
- Personalised products

5.2 Courier costs for returns or exchanges are for the customer's account unless the product was incorrect or defective upon arrival.
5.3 Refunds (if approved) will be processed within 7–10 working days using the original payment method.
5.4 Cancellations of orders must be requested before dispatch. Once dispatched, cancellation is treated as a return.

6. Product Care & Measurements

6.1 It is the customer's responsibility to provide correct measurements for custom dresses or fitted items.
6.2 Bridal Outfitter is not liable for incorrect sizing resulting from inaccurate measurements provided by the customer.
6.3 Care instructions provided with garments or décor items must be followed. We are not responsible for damage caused by improper care.

7. Liability Disclaimer

7.1 Bridal Outfitter is not liable for any direct, indirect, or incidental damages arising from:

- Incorrect use of products
- Courier delays, loss, or damage after dispatch
- Events beyond our control (force majeure)

7.2 While we take all reasonable steps to protect your information and transactions, we cannot guarantee uninterrupted website access or security breaches beyond our control.

8. Privacy & Security

8.1 We respect your privacy and comply with South Africa's **Protection of Personal Information Act (POPIA)**.
8.2 Personal data is used only for order processing, delivery, and customer service.
8.3 Payments are securely processed via **PayFast**, and we do not store credit card information.

9. Intellectual Property

All website content (images, text, logos, designs) belongs to Bridal Outfitter and may not be copied, reproduced, or used without written consent.

10. Changes to Terms & Conditions

We reserve the right to update or change these Terms & Conditions at any time. Any changes will be posted on this page with the updated date.

11. Contact Information

For any questions or concerns, please contact us:

- Email: **office@bridaloutfitter.co.za**
- Phone: 083 303 2721
- Website: www.bridaloutfitter.co.za

By using our website or placing an order, you confirm that you have read, understood, and agree to these Terms & Conditions.