REFUND AND RETURN POLICY (STATED IN “TERMS AND CONDITIONS” 5, 6, 7)

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.

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.

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.