Shipping & Delivery Policy

Thank you for shopping at BridalOutfitter.

We are committed to delivering your decor pieces safely and efficiently. Please review our shipping guidelines below to understand how your order is processed, transit timelines, and delivery terms.

1. We deliver nationwide in South Africa using reliable courier services within **3 business days** after dispatch.
2. Delivery fees will be calculated at checkout unless stated otherwise during promotions.
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.

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

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).