

Trilly's Bridesmaids & Beyond — Terms & Conditions of Sale

(These conditions do not affect your statutory consumer rights.)

Welcome to Trilly's Bridesmaids & Beyond. We're honoured to be part of your celebration journey. The following Terms & Conditions explain how we provide our products and services to you, and they form the basis of our agreement once an order is placed.

1. Your Agreement With Us

These terms apply whenever you purchase items from Trilly's Bridesmaids & Beyond. You may request a printed copy in-store or we can send one by email.

Please take a moment to read them carefully before placing an order—once you do, they become part of our formal contract.

1.1 Communication

We'll stay in touch with you by phone, email, or post using the contact details you provide.

1.2 Use of Personal Information

For information on how we handle your data, please refer to our Privacy Policy.

2. Orders for Non-In-Stock Items

When ordering an item we bring in especially for you, a deposit of 50% of the order value is required at the time of signing your order form. This payment allows us to place your gown or bridesmaid order with our designers.

Once the agreed deposit is paid, our contract becomes legally binding.

2.1 Third-Party Payments

If someone contributes toward your gown, this is treated as a gift. The contract remains with you.

2.2 Non-Refundable Deposit

The deposit is non-refundable, even if you cancel before the item arrives.

2.3 Cancelling After Ordering

Any cancellation after ordering requires immediate payment of the remaining balance.

2.4 Arrival & Final Balance

When your dress arrives, the remaining balance must be paid in full. Cancellations do not entitle you to a refund.

3. In-Stock Purchases

In-stock items require full payment at the time of ordering. All sales are final.

3.1 Sample & Off-the-Peg Gowns

Sample gowns are sold as seen and may show wear. No refunds or exchanges.

4. Changes in Physical Size

We cannot accept responsibility for body changes affecting fit. Gowns must still be paid in full.

4.1 Gown Sizing

Made-to-order gowns are made to size, not measurements. Alterations are expected.

4.2 Size Changes

Notify us of major changes.

5. Collecting Your Items

Items must be collected by the agreed date. If your event is cancelled, we can store for six months. After that, items may be resold.

6. Rush Orders

If you request faster delivery, any manufacturer surcharges will be passed to you.

7. Product Variations

Minor variations may occur and do not justify cancellation.

8. Delivery Estimates

Arrival dates are approximate and subject to external factors including force majeure events.

9. Garment Use & Care Guidance

Gowns are ceremonial garments and delicate. They are not intended for strenuous activity.

10. Late Payments

Statutory interest of 8% may apply to overdue invoices.

11. Liability

11.1 Storage

If stored items are damaged due to fire, theft, or flood, we reimburse up to retail value.

11.2 Claims

Liability is limited to the cost of goods/services.

11.3 Third-Party Services

We are not responsible for independent seamstresses or other third-party services.

11.4 Business Use

We are not liable for business-related losses.

12. Additional Terms

12.1 Rights may be transferred.

12.2 Only you and Trilly's Bridesmaids & Beyond have rights under this contract.

12.3 Each clause stands independently.

12.4 Delays in enforcement do not waive enforcement rights.

13. Entire Agreement

These Terms & Conditions and your order form make up the full agreement. Changes must be agreed in writing.