

## Trilly's Bridesmaids and Beyond

### No Returns or Refunds Policy



At Trilly's Bridesmaids and Beyond, we take pride in providing a personalised and high-quality experience for every client. Please review our policy carefully before making any appointment or purchase.

### Returns and Refunds

All sales are final. We operate a strict no returns or refunds policy on all dresses, accessories, and deposits. Once an order has been placed or a deposit has been paid, it cannot be cancelled, refunded, or exchanged. This policy is in place because all items are either made to order, special order, or customised to each client's requirements.

### Appointments and Deposits

- A £30 deposit is required to secure your Browse, Choose & Try Appointment.
- This deposit is redeemable against the purchase of a dress made during or after the appointment.
- If no purchase is made, the £30 deposit is non-refundable.
- Clients may reschedule their appointment up to two times. After the second reschedule, the £30 deposit will be forfeited, and a new deposit will be required to book another appointment.

### Dress Collection

Once your dress arrives, it must be collected within 2 weeks of notification. Failure to collect within this timeframe may result in storage fees or your order being forfeited, unless an alternative arrangement is agreed upon in advance with us.

We appreciate you're understanding and cooperation — this policy ensures we can continue to provide a dedicated and fair service to all our clients.