



TERMS OF BUSINESS – TAILOR ME (PTY) LTD

100% YOU, NOTHING LESS

Upon placing an order with Tailor Me (Pty) Ltd (“the company”), the client will be bound by the terms of business set out hereunder and agrees to adhere to the obligations placed on the client as listed below:

1. A deposit of 50% of the quoted amount is required before any bespoke work may commence.
2. Payment of the outstanding balance (settlement of the clients account) is required upon first fitting of the bespoke garment. Tailor Me retain all rights of ownership of all garments until full settlement of the clients account has been received.
3. Full payment of the quoted amount is required upfront on all accessory purchases and/or alteration work.
4. Should full payment of the amount owing not be made when required to do so, the company will be entitled to, in the event that the items are not paid in full and collected within 3 months from date of completion, sell the items in order to recover any losses incurred and the client will forfeit any payments that he/she has made.
5. A production turnaround time of five to six weeks is calculated from the date of receipt of payment and is an estimated time frame. Should more than two fittings be required, the estimated turnaround time may be exceeded. This will differ on a case by case basis.
6. All fittings and consultations are by prior appointment only. The client is required to timeously advise the company if the he/she will not be able to attend their appointment.
7. Tailor Me will not be held responsible for an ill-fitting garment where the client has not followed the Tailor Me process and methods of operation. The client must fit each individual



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garment before taking delivery of it to confirm that he/she is satisfied with the fit and quality of the garment.

8. Once a custom-made garment has been cut (i.e., production has started), no further changes can be applied in terms of fabric, cut or style.
9. No refunds shall be made once a custom-made garment has been produced.
10. Tailor Me cannot be held liable to refund any deposits after a quote has been accepted and the materials have been sourced.
11. Tailor Me cannot be held liable to refund any deposits after the clients have attended multiple fittings.
12. Tailor Me cannot be held responsible for losses, inconveniences, costs or other damages resulting from late deliveries not caused by Tailor Me.
13. A standard rushed order fee of 10%, over and above the quoted amount, will be charged for any order which is required to be delivered in less than four weeks.
14. “Out of Office” consultations are only accepted for Bespoke Suit orders which are within a 10km radius of the Tailor Me Head Office in Rosebank.
15. The client releases Tailor Me from all obligations in the event that the client requests alterations to the style, shape or size of a garment against the advice of a Tailor Me consultant.
16. In the event that the client suffers a weight fluctuation, Tailor Me will assist with alterations but limited to two further fittings. Should the weight fluctuations be of such an extent that alterations are not possible, the client releases Tailor Me for all obligations and accepts that an additional fee may be charged to bring the garment to size.



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17. The client agrees that the Tailor Me will not be liable to change the style of the garment or the contents of the quotation once the quotation has been accepted and the deposit payment has been received.
18. The Tailor Me reserves its right to withhold delivery of the garment, notwithstanding full payment having been received, in the event that in the opinion of the company the quality of the garments is not to standard. The company undertakes to deliver the garments as soon as practically possible under the circumstances.
19. The client agrees that once he/she accepts delivery of the garment, he/she is satisfied with the quality and workmanship thereof. Any further alterations needed will be at the discretion of the company.
20. Should an issue arise with regards to the zip, buttons, seam or hem of a garment, the client will be required to make an appointment in order for the company to amend any defects, should it be a manufacturing fault.