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Shipping and Returns

All errors or omissions from customers are the customer's sole responsibility.

Incomplete orders or orders with questions will be deemed to be received on the date that all queries have been answered.

Cancellations and changes to orders can only be made in writing within 3 days after date of order. Requests after this period will not be accepted.

Any changes or revisions may affect the shipping date.

Due dates listed on the sales order confirmation or given by Customer Service indicate that the order will be shipped or ready to ship on that day.

Dress Shipping: 16-18 weeks from order

Rush: 8-12 weeks

All rush orders are subject to availability.

Rush fee: Bridal \$100(US), \$125(CAD); Accessories \$25(US), \$35(CAD))

All sales are final. No returns without prior approval.

Customers pay any shipping/insurance cost associated with dresses returned for modifications.