

Terms & Conditions

PLEASE READ AND UNDERSTAND BEFORE PURCHASE

Payment

1.1 Upon Ordering (wholesale or retail), a minimum deposit of 50% is required on all ordered items (we have a flexible payment plan for purchase order gowns T&C's apply).

Until payment of the full order has been made all items remain the property of House of Coco bridal. Where only a deposit has been paid, the full balance of the order value must be paid at least 2 months before the above quoted wedding date or on the fitting date whichever is earlier.

1.2 Sale gowns or accessories are sold as seen and a final sale only.

2.2 Monies are none refundable or transferable to other orders. Once goods are ordered, your deposit will be none refundable or transferable.

Alterations

2.1 House of Coco Bridal have an in-house alteration specialist, along with alteration packages that are available to brides who purchase any gown including eveningwear. You are not obligated to use our in-house seamstress.

2.2 All alterations are separate to the dress price and will be quoted on an individual basis. Any claims or complaints regarding fittings completed outside of House of Coco bridal, should be directed to your choice of seamstress as they are a separate business entity. You are welcome to use your own seamstress if you require.

2.3 No alterations can be completed until the garments are paid for in full, and an alteration deposit has been made.

2.4 Approximate alteration time is 8–12 weeks.

2.5 Fittings are booked on a first come first served basis and cannot be guaranteed until booked.

2.6 During fittings, shoes and underwear must be the ones intended for the wedding day.

2.7 Your seamstress will recommend the amount of alterations required to your gown, but if the client insists on a fit different than recommended, we will not be responsible for these changes. Equally, we accept no responsibility for gowns not fitting when collected due to the clients increase or decrease in weight or any other reason beyond our control.

Order Wait Times

3.1 Goods ordered that are not available from stock can take up to 8 months for delivery unless a specific time limit is stated in writing on this order.

3.2 All orders placed are intended for the specific wear date provided, if this date changes House of Coco cannot guarantee the availability of the items ordered, unless stated otherwise.

3.3 Gowns requiring extra length or special measures, are subject to a surcharge, carried forward to the customer from the manufacturer.

Payment Plans

4.1. If you would like to take advantage of our payment plans, we will agree with yourself a monthly amount to be spread over a period of time depending on your wedding or event date. You must make payments on or before the agreed date unless otherwise agreed with a member of management at "House of Coco". If you fail to keep up repayments, we may contact you to ask for the remaining balance of your order to be paid in full. Failure to pay may result in you forfeiting monies paid, and we reserve the right to return any dress back to stock to recoup the outstanding balance.

Variations

5.1 Exact colours and shades on fabrics and designs on trim, including lace can occasionally vary slightly due to the dye batch and therefore cannot always be guaranteed.

5.2 All of our products are individually made to order with many items being made by hand, due to the nature therefore products may vary slightly from time to time.

5.3 Our products are made of luxurious and delicate fabrics and are intended for use on special occasions only, care must be taken while handling and wearing to avoid excessive wear and damage.

Sizing

6.1 Ordered gowns are purchased on size only, based on the largest of bust, waist or hip measurements.

6.2 House of Coco offer a measurement service in order to suggest the best size to order for each individual client based on the fit of sample gowns, and size charts provided by the item's designer however this is a guide only and the final decision is that of the client. House of Coco or its staff will not be held responsible if the bride gains or loses weight after the dress has been ordered, but we will do everything in our power to help guide you through this process.

Cancellation

In the event of a wedding, event or customer cancellation for any reason whatsoever, you will forfeit your deposit and any monies paid (The balance will NOT be due in full). House of Coco recommends wedding gown insurance to cover you should the worst happen.

Storage

8.1 Ordered gowns will be kept in storage within our store for a maximum of 12 months unless otherwise agreed with a member of management.

8.2 Sale gowns purchased must be collected within three months of purchase or when the set payment plan comes to an end, whichever time comes earlier.