



1. Alterations & Repairs

Seams and Dreams Limited (The Company) carries out a wide variety of alterations, customisations and repairs to both garments and soft furnishings. Please note the following conditions before placing an order:

Obligations - The Company will provide its services with reasonable care and skill. In the absence of prior written instructions from the client giving sufficient detail, no particular precautions or special treatment need to be taken or provided for garments.

The Company's duty is to the client only, and not to any third party. Any advice is given for the client only.

1.1 Shrinkage – if the garment you require altering is new we advise you to follow the care instructions on the garment (cotton, wool or linen) and we recommend you wash them for shrinkage before any alterations are carried out.

1.2 Clean or Washed – please ensure that garments are either freshly laundered or dry cleaned before they are presented for repair or alteration.

1.3 Pinning & Measurement – We offer a free pinning service which will be carried out by a trained member of our team. We do not accept responsibility for errors where pinning or measuring has not been undertaken by a member of staff.

1.4 Cutting & Sewing – alterations will be carried out using methods of cutting and sewing as per our company standards unless otherwise stated by the customer in writing.

1.5 Dry Cleaning – The Company acts as the client's intermediary, it procures dry cleaning on your behalf from other contractors – our preferred contractor is Masterclean.

- o All items requiring dry cleaning must have labels attached detailing the material composition of the garment and cleaning instructions.

- o The Company is not liable for any colour loss, shrinkage, damage during the cleaning process.
- o If stains, marks, dirt does not come out during the cleaning process, you will still be charged.

1.6 Bridal & Formal – we strongly advise that when having garments altered, particularly wedding and formal wear, the underwear and shoes that are to be worn with the garment are worn during fitting. We will require a quality assessment form to be completed on acceptance of the garments.

1.7 Quality Assessment – we may ask you to complete a quality assessment form for your item, this will provide a record of any known defects, damage, stains on acceptance into the shop.

2. Pricing & Payment

2.1 All prices on our marketing materials and websites are indicative prices and are accurate at the time of publication.

2.2 Each order will be priced individually by our staff.

2.3 Where the order is very complex you may be given an estimate based on the number of hours required to complete the order, this estimate can be subject to change without prior notification although we will endeavour to keep you informed of any changes.

2.4 If you are not satisfied with the price quoted, you must discuss it with the staff member prior to any work being started. We do not retrospectively negotiate our prices once the work has been started and/or completed.

2.5 All orders are to be paid in full upon price agreement & processing of your order before any applicable work is carried out. We may offer you a delayed payment option, which will require a deposit.

2.6 We accept payment by credit/debit card or in cash. All transactions are shown in pounds sterling (£) and, where appropriate, are inclusive of UK sales tax (VAT) at the current rate.

2.7 Prices are subject to change from time to time.

3. Collection of Goods

3.1 When placing your order you will be advised of your collection date/time, please be advised this is an estimate and subject to change without prior notification.

3.2 You will receive an SMS message to advise when your order is completed and ready for collection. Please bring your ticket with you to ensure a match with collected items.

3.3 Unclaimed garments will be given to charity if not collected within 90 days of the due date and time on your ticket.

4. Claims

4.1 We advise that all work is examined before you leave the shop.

4.2 In the unlikely event that you are not completely satisfied with the work carried out you must notify us by returning the item to the Centre within 48 hours of collection and discussing the claim with the staff.

4.3 Where you are clearly at fault we will endeavour to repair and/or alter the item to your satisfaction at your cost.

4.4 Any item that is pinned by us will be made to that exact agreement between the seamstress/tailor and the customer. If the customer is unhappy with the result The Company is not liable to re-make or refund or replace an item. If the client wants to make a further adjustment – that will be an additional job/charge. We will work with the customer to find a resolution to any concerns and may be willing to negotiate the price for a re-make.

4.5 Any item pinned by you or given over with instructions on how many inches / cm to alter will be done to that exact specification and as a result The Company is not liable for any errors made due to inaccurate pinning or measurement instructions. See item 4.3

4.6 You should return to us before you visit another clothing alteration business; The Company is not liable for any claims once they have been in the possession of another business, irrespective of timescale involved.

5. Right to Refuse

We reserve the right to refuse service to any customer for reasons including, but not limited to, circumstances of actual or implied physical or verbal abuse towards our business or our employees.

6. Statutory Rights

These terms and conditions do not affect your statutory rights as a consumer.

7. Changes to Terms & Conditions

We reserve the right to make changes to our terms and conditions at any time without prior notice.

8. Terms & Conditions of Website Usage

The use of this website is subject to the following terms of use:

8.1 The content of the pages of this website is for your general information and use only. It is subject to change without notice.

8.2 Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

8.3 Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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8.6 Unauthorised use of this website may give to a claim for damages and/or be a criminal offence.

8.7 From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

8.8 Your use of this website and any dispute arising out of such use of the website is subject to the laws of Great Britain.

8.9 Please note that The Company, is not responsible for any content added to the website by third parties.

8.10 Your right to cancel an online order – You may normally cancel your order (once accepted by us) for any reason up to the point of the alteration or repair being carried out. If you do cancel the order within this time, any payments made by you will be refunded in full within 30 days towards the bank account used to make the payment.

9. Privacy Policy

9.1 Your data is processed by Seams and Dreams Limited, registered with the ICO, and is not sold or licenced in any way.

9.2 Essential cookies required to make the website work are used, together with those required to make our advertising work – which are optional.

9.3 Data about you is only held for purposes of ensuring that garments are traceable at all times whilst in our care, for contacting you with updates and questions and to allow us to contact you to tell you when your garments are ready for collection. We may in future also use the data to provide a loyalty scheme for your benefit.

9.4 We will keep your transaction history for the purposes of processing statutory reports required by Government bodies such as HMRC, such as our annual accounts. We do not hold your payment details.

9.5 Beyond the statutory requirements for record keeping, or providing a loyalty scheme, all data will be deleted.

Seams and Dreams Limited is registered in England and Wales, Company number 09301060

Registered Office Address 31 Lower Gungate, Tamworth, Staffordshire. B79 7AT

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