

SPECIAL ORDER POLICIES

- ½ DEPOSIT REQUIRED – NON REFUNDABLE. Once a special order has been placed, it cannot be cancelled.
 - BALANCE DUE must be PAID IN FULL within 10 business days from the date the merchandise is received @ Charisma, or your merchandise will be put into stock and all deposits, as well as payments will be lost. In the case of wedding parties; the bride will be notified on the date the merchandise is received, and it is then the responsibility of the bride to notify each individual in her wedding party as to the date their balance is due in full.
 - A STORE CREDIT can be issued ONLY IN THE EVENT Charisma I notified by the bride in person BEFORE the order has been placed, requesting the order be cancelled. There is a \$25.00 SERVICE CHARGE on each individual deposit, which will be deducted from the STORE CREDIT.
 - Dresses are cut from standard size charts from each manufacturer, so we will order the closest size to your measurements. There will most likely be some alterations needed. THERE IS A CHARGE FOR ALTERATIONS.
 - Deposits cannot be transferred. In the event you will not be wearing the merchandise ordered for you, but someone will be wearing the merchandise, the individual will have to come into Charisma and pay the merchandise in full, and you will be issued a refund for the amount of money you paid for the merchandise (- a \$25.00 service charge).
 - If for any reason you are not sure about the merchandise we are ordering for you, speak now or forever hold your peace. We can only take your measurements and order the size suggested by the manufacturers size chart. There are instances when individuals gain or lose weight from the time the measurements are taken to the time the merchandise is received. If Charisma is altering your merchandise, you will be responsible for any and all alterations needed before your merchandise is altered.
 - IF CHARISMA IS ALTERING YOUR MERCHANDISE – Your merchandise and all alteration charges must be paid in full before any alterations can be done. This must be done at least two weeks prior to the date of use unless otherwise noted below.
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- By signing below, you are agreeing that all information on the front of this card is 100% accurate, including but not limited to all style number and color choices, as well as all special order policies listed above.

CUSTOMER SIGNATURE

DATE

NOTES:
