

JENNY YOO

COLLECTION

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Policy/Contract Form

Thank you for choosing Jenny Yoo Collection for your special occasion needs. We are confident you will be pleased with the workmanship and quality of our dresses. We are excited and more than happy to assist you in any way we can. In order to process your order and begin production, we need you to understand, agree, and sign off on the following:

ORDER PROCESS

Once the client has decided on the dress style, color, size, and any other necessary dress information, the order can be processed. When all the members of the group have entered their dress orders, the complete order is confirmed and submitted for production. Since all dresses are made to order, full payment is required before we can begin production.

FABRIC

Our entire collection is made from 100% silk. Therefore, fabrics such as shantung may contain variations and irregularities which are characteristics of fine silk yarn. These characteristics enhance the natural beauty of the fabrics and in no way should be treated as defects. Please note that due to variations in dye-lots, fabric colors may vary and may not be the exact color you chose from the color card. Custom colors are not available for ordering.

SIZING

Our entire collection of dresses is made based on standard sizing; dresses can only be ordered by size (from 0-32). Please refer to the sizing chart to see which size you best fall into. We will work with each individual to decide the best size for them, comparing their measurements with our sizing chart. If measurements are taken elsewhere, the client is responsible for those measurements and their accuracy. We recommend choosing the larger size if you fall in between sizes; it is much easier to take in a dress than letting it out. If a client chooses to order a size that is not recommended by one of our sales associates, the client must sign off on that size. We are not responsible for a dress that does not fit after a client has signed off on the size. If a new dress is needed due to incorrect sizing, the client will be charged full price for the reorder.

PREGNANT / POST-PREGNANCY CLIENTS

We do our best to ensure that all orders are placed with appropriate sizing. For Pregnant and Post-Pregnancy clients we offer 2 options:

1. Estimate a size and style at the time the group orders so a complete party order is submitted.
2. Submit an individual order at a later time. Individual orders placed after the group have no guarantee of being cut from the same dye lot and include applicable rush fees. Once an order has been submitted it is final sale. No changes can be made to an order once it has been sent into production. For help finding appropriate sizing please see our sizing chart or speak with us directly.

FLOWERGIRL / JUNIOR BRIDESMAIDS

Please allow 12 weeks for flower girl and junior bridesmaid dress orders. Flower girl dresses are ordered by standard sizes (1T to 8G). Junior bridesmaid dresses are ordered by standard sizes (7g to 16g). If you are unable to get measured at one of our locations, we can provide you a list of measurements that need to be taken in order to determine the appropriate size. Both the flower girl and junior bridesmaid dresses are tea-length. If you would like to request that the dress be made floor length, please indicate so at the time of order. An additional fee will be added to the dress total depending on the fabrication of the dress.

GROUP DISCOUNTS POLICY

When ordering multiple dresses regardless of the style, fabric and color, the group qualifies for a discount. The Discount will be applied as follows:

- 3-6 Dresses ordered receive a 10% discount off the 1 or 2 pricing of the dress ordered.
- 7 or more Dresses ordered receive a 15% discount off the 1 or 2 pricing of the dress ordered.

Bridal Alternative dresses are not valid to receive the discount but will count towards the total number of pieces in the group.

ALTERATIONS

Jenny Yoo Collection does not offer alteration services. Please remember our dresses are made to order, they are not custom made to your specific measurements and some alterations will be required. All dresses can be adjusted after you receive them; we're happy to recommend professional tailors/seamstress if needed. We are not responsible for any alterations made after you receive the garment.

DELIVERY

Please allow 12-14 weeks for the delivery of your order, beginning when full payment has been received for the entire bridal party and the order has been confirmed. We recommend you order the dress at least 16 weeks before the wedding to allow time for transportation and any alterations that may be needed after you receive the dress.

RUSH ORDER

We can provide rush orders with lead times under 12 weeks, but this depends entirely on our production schedule. All rush orders must first be approved, prior to ordering. For rush orders of 9-11 weeks, there will be a \$35 fee per dress added to the total order. For rush orders of 5-8 weeks, there will be a \$55 fee per dress added to the total order. For rush orders 4 weeks and under, a \$75 fee per dress will be added to the total order.

SHIPPING

For New York City residents, you may pick up your dresses here at the showroom or choose the option to ship once the dresses arrive. There is a \$15 shipping fee per dress; we do not accept P.O. Box addresses. All orders are shipped via UPS Ground, with an additional charge for Next Day Air. For orders shipped outside of the United States, the client is responsible for any shipping and handling fees as well as any duties and taxes that may be assessed upon pick-up of the package.

TAX

8.875% New York State sales tax plus applicable county sales tax will be added on all merchandise costing more than or equal to \$110 delivered within New York State. 9.25% California sales tax will be added on all merchandise delivered within California State. 10.25% Illinois sales tax will be added on all merchandise delivered within Illinois State.

PAYMENTS

All payments must be made in full before we begin production on an order. We accept all major credit cards and personal checks. A \$30 fee will be assessed for any returned checks.

RETURN POLICY

All garments are made to order. There are no exchanges or returns on merchandise purchased. All sales are final. Any concerns or issues must be expressed within 10 days of receiving the dress.

I understand and agree with all terms stated in this Contract/Policy Form

CARDHOLDER'S SIGNATURE

DATE