

# B&K TERMS AND CONDITIONS

Once a custom order is placed and your deposit has been paid, ***there are no refunds***. We purchase all items needed for your costume immediately. We use your deposit to do so. Once we've received your deposit, your order is confirmed.

We do offer a 30 day warranty on all our items. We will repair or replace. We will do everything possible to ensure you are satisfied with the fit and quality of your garment.

Before placing an order, please take the time to be sure about your garment choice. When choosing a suit, always keep the following factors in mind:

- era you are wanting to portray
- garment color
- finished weight of the garment
- production time
- care requirements
- garment cost

Please make sure that the costume you order is one you will be able to afford. A costume is an investment not only in your performance, but financially as well. As stated above, once your deposit is received, we use that money to purchase items for your specific costume. Before placing your order, please make sure you are making a sound financial decision that you can commit to.

## ***ORDER CHANGE FEE***

Once a custom garment order is placed, you have 2 weeks from the date of the order to make changes.

This can include, but is not limited to:

- Changing to a different item
- Fabric changes (i.e., fabric type or color)
- Stud/stone changes (i.e., changing from gold studs to nickel, or changing the type of stud or stone used)

If you do request a change to your order after the 2 week period, you will be charged a \$100 order change fee that will be due immediately. Your order will not move forward until this fee has been paid.

## ***STORAGE FEE POLICY***

Once you are notified that your order is ready to ship, you will have 2 weeks to pay the balance due. At the end of this two week period, a storage fee of \$50 will be assessed, starting at day 15.

Once the \$50.00 storage fee is assessed, you will have an additional 2 weeks before the next 2 week fee is applied. Storage fees will continue to be assessed every 2 weeks until the balance is paid or until the 4<sup>th</sup> storage fee is assessed (approximately two months).

### ***ABANDONED PROPERTY NOTICE***

If, after the 2 month period has passed, no payment or arrangement of payment has been pursued by you, we will notify you by phone, email, and mail that the garment is now considered abandoned, and is the property of B&K Enterprises to do with as we see fit. Your deposit will not be refunded.

By signing, you acknowledge and agree to the terms and conditions outlined above.

X \_\_\_\_\_  
Customer

Date: \_\_\_\_\_

X \_\_\_\_\_  
Employee

Date: \_\_\_\_\_