

B&K TERMS AND CONDITIONS

Upon placing a custom order and submitting your deposit, please note that refunds are not available. We promptly procure all necessary items for your costume using your deposit. Your order will be confirmed once we have received your deposit. We provide a **30-day warranty** for all our items. Any concerns or issues must be reported **within 30 days of receiving the product**. We are committed to ensuring your satisfaction with the fit and quality of your garment, whether through alterations, repairs, or replacements. Please be advised that **any concerns raised after the 30-day period will be the financial responsibility of the customer**.

Before placing an order, please take the time to carefully consider your choice of garment. When choosing, always keep the following factors in mind:

- The era you wish to represent
- The color of the garment
- The weight of the finished product
- The time required for production
- The care instructions
- The cost of the garment

Please ensure that the costume you are purchasing is within your budget. Buying a costume is not just an investment in your performance, but also a financial commitment. Once we receive your deposit, we allocate that money towards buying materials for your costume. Prior to placing your order, it is important to carefully consider if you are making a wise financial choice that you can follow through with.

ORDER CHANGE FEE

Once an order for a custom garment is placed, there is a 2-week window from the date of the order during which you can make modifications.

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)

However, if you request changes to your order after the 2-week period has elapsed, a \$100 order change fee will be applied, and this fee must be paid immediately. Please note that your order will not proceed until this fee has been settled.

STORAGE FEE POLICY

Once the design of your order is completed and is in the final stage of production, we will inform you about the remaining balance. We will reach out to you once your item is prepared for shipment. If the final payment has still not been made by then, you will have a grace period of 2 weeks to settle the balance. After the 2-week period, a storage fee of \$50 will be charged, starting from day 15. Following the assessment of the \$50.00 storage fee, you will have an additional 2 weeks before the next fee is applied. Storage fees will be charged every 2 weeks until the balance is settled or until the 4th storage fee is incurred (approximately two months).

ABANDONED PROPERTY NOTICE

If, once the 2 month period has elapsed, no payment or payment plan has been initiated by you, we will inform you via email, telephone, and mail that the item is now deemed abandoned and belongs to B&K Enterprises to dispose of as we deem appropriate. Your deposit will not be refunded.

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

X _____
Customer

Date: _____

X _____
Witness

Date: _____