



bridesmaid order policy

Bridesmaid Order Policy

The charsa collection is made to order, which means we do not start the production of your order until we receive all the necessary signed documents and payments. Our lead time is 12 weeks from the receipt of your order form. For accuracy, orders may be mailed or faxed, no phone orders please.

Payment

We accept Visa, Mastercard, checks and COD. Please make checks payable to Charsa. Please note that a \$40 handling fee will be added to all returned checks. We cannot start production until a non-refundable 50% deposit is received from all members of the bridal party. The final payment of the balance is due before shipping. Dresses shipped to California will be charged a 8.25% sales tax.

Shipping

The customer is responsible for all shipping costs. Orders will be shipped via FedEx 3 days service unless otherwise indicated. There will be a \$15 charge for each dress shipped. If more than 1 dress will be shipped to the same address, please contact us for shipping costs. International shipments require an additional cost, please call for rates.

Discounts

We offer discounts to larger bridal parties. Please see the individual dress information for prices. .

Rush Order

Rush orders are available with an extra charge per garment. Orders less than 9 weeks must be approved by the manufacturer. Rush orders will be shipped via FedEx 3 day service unless specified otherwise. Our normal lead time is 12 weeks once an order form is received by us.

Following is our fees:

- 10-11 weeks 10% rush fee
- 6-9 weeks 20% rush fee
- Less than 6 weeks 30% rush fee

Returns and Exchanges

All dresses and accessories are made to order, therefore all sales are final. No returns or exchanges are accepted. Charsa is not responsible should an incorrect size be ordered (please be sure to refer to our size chart when ordering). Charsa will correct any manufacturing errors.

Fabric Colors

We cannot ensure that the fabric color you select will be the same as your monitor display or the color swatches we send you in the mail. Our color card and/or swatches vary due to dye lots variations. Charsa dresses are made of silk. Silk fabric may contain occasional slubs and gentle shading variances which are characteristic of fine silk yarn. They should not be regarded as defects. These variances define the character and beauty of natural silk fabric, lending a unique elegance and texture.

Sizing

Please refer to our size chart for your dress size. Please be sure to take measurements accurately. Charsa is not responsible for orders due to incorrect sizing. If you fall between 2 sizes, please choose the larger size. It is always easier to take a dress in than to let it out.

Alterations

The dresses in the charsa collection are made to order and are not custom made. Alterations may be required by the bridal party. We recommend that bridal parties place their orders at least 4 months before the wedding date to allow time for any alterations. We are not responsible for any alterations made after your receipt.

Maternity Dresses

Due to the long production period for producing bridesmaid dresses, if a maternity dress is placed at the time of the original order, charsa can wait 8 weeks before the ship date to begin production. This applies only to maternity dresses that are placed at the time of original order. If a bridesmaid becomes pregnant after an order was placed and an order was placed for a non-maternity dress, the bridesmaid will be charged for the full price of a new dress if they choose to change the dress style.

Order Confirmation

After an order is placed, Charsa will fax or email an Order Confirmation summarizing your order. As noted on the form, it is your responsibility to review the document and make any necessary changes within 3 days of receipt. If we do not hear from you after 72 hours, we will proceed with your order as stated in the Order Confirmation, and no further changes can be made. If you have not received an order confirmation within 3 days, please contact charsa immediately, as there may have been an issue with the transmission of the fax to our office.

I understand and agree to the Bridesmaid Policy terms.

Signature _____

Date _____