



Tel 301.879.7001 ● Fax 301.879.8001
www.Little-Flowers.com ● www.LittleFlowersBridal.com

TERMS, CONDITIONS & POLICIES

PURCHASE POLICIES

All dresses/accessories are made to order as specified by each customer, we do not sell pre made dresses, and as such **all sales are final**. Payment in full must be received prior to initiation of any order. Telephone orders are not considered finalized for adult sized dresses until forms have been returned to us. No exceptions. Phone orders are accepted for children's sizes up to Jr. Maid size 16.

FABRICS

All our garments are made from 100% silk (Dupioni Shantung, Specialty plaid or Embroidered Shantung, Organza, Charmeuse or Taffeta), or Polyester Duchess Satin and our linings are acetate taffeta (unless otherwise noted). Professional dry cleaning is strongly recommended for all our garments. We cannot be held responsible for any damages due to improper care after receipt.

Our Dupioni Silks are hand woven and hand dyed natural fibers, and as such, natural variations such as vertical & horizontal lines, snags, slubs and misweaves may occur and are considered natural characteristics of this type of fabric – they are not considered defects.

As with all colored fabrics, slight variations in color can occur between fabric color dye lots (bolts). In order to have all garments for the same event cut from the same dye lot, we must have all orders placed together (within 3 days of each-other at most). In some cases, the dye lot color of the finished dresses may vary slightly from swatches you may have received previously.

SIZE & MEASUREMENTS

Our size chart is available on our website at www.Little-Flowers.com. Please note that all adult dresses are manufactured in standard sizes only. Adult dresses are made to order for size and color only – they are not custom made to your specific measurements. Pattern adjustments are not available for adults. Please take care in having your measurements taken accurately. In order to achieve a customized (perfect) fit, alterations will be required. **Odyssey Wear is not responsible should you fail to take measurements accurately.** The customer is solely responsible for size selection and no responsibility in size selection will rest with Odyssey Wear, regardless of any sizing advice we may have provided. When selecting a size on our order forms, the customer agrees to compare the Odyssey Wear online size chart, and will select a size according to the measurements indicated on our website. Odyssey Wear will NOT complete size information on any order forms.

All size, color, and height requirements indicated on the order form are final- if information on the order form contradicts other paperwork, the information provided in the order form will be followed.

SCHEDULING

Dresses usually ship between 6 and 8 weeks after we have received all of the completed order forms for Bridesmaids & Jr. Maids. Order forms are not required to purchase Flower Girl dresses or Accessories only. Garments may be cut and shipped sooner than the standard 6-8 weeks. We recommend that you submit orders no later than 12 weeks before the wear date for regular production orders. We accept orders up to 1 year in advance of the wear date.

ORDERING & CONFIRMATION

All pricing is subject to change until orders are placed & paid in full. Payment in full is required in order to finalize all orders. No dresses will be cut unless order has been finalized.

Bridesmaids & Entire Bridal Party Orders: Once we have received payment in full & all necessary forms, your order will be "finalized" and assigned a cutting date.

Flower Girl Dresses & Accessories Only Orders: No forms are necessary, orders may be finalized by telephone.

ORDER FORM TERMS & CONDITIONS

Odyssey Wear reserves the right to make any necessary adjustments to item or shipping charges incorrectly calculated on the Order forms. It is agreed that under no circumstances will Odyssey Wear or any affiliated person ever be held liable for more than the total dollar amount of the purchase by the individual customer.

PAYMENT, CANCELLATIONS & REFUNDS

Because all our dresses are made to order for standard size and color (we do not stock pre-made dresses); we cannot reserve production time or begin production without payment being made in full. Once cut all orders are non-refundable—**ALL SALES ARE FINAL**. Orders cancelled once confirmed (paid in full & assigned production time), but not cut will be refunded any monies paid less a \$75 handling & production reservation fee, per dress, no exceptions. All shipping costs are non-refundable.

Any order which has been approved for exchange (and any exchange fees paid) and a return pre-paid FedEx dress envelope provided—must be returned within 5 days or you will be charged in full for the replacement dress. Please note, we reserve the right to replace, repair or refund depending on the situation regardless of what is preferred.

We accept MasterCard, Visa, Discover, checks or money orders. Checks are not accepted for RUSH orders. A \$50 handling fee will apply to any returned checks.

Odyssey Wear reserves the right to refuse or cancel any order for our merchandise **at any time**. Any concerns or comments will only be accepted **within 5 days** of customer receipt of merchandise

Bridesmaids | Jr. Maids | Flower Girls | Accessories



Little
Flowers
by Odyssey

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TERMS, CONDITIONS & POLICIES cont.

SHIPPING

Shipping to the USA -All garments are shipped via trackable method (FedEx, UPS or USPS) and may take 1 to 5 days for delivery depending on your area. Charges are \$26 for 1 or 2 dresses and \$13 for each additional dress to the same address. All items will ship with a signature requirement for delivery.

Shipping Internationally - Additional shipping costs will be required, please contact us for exact shipping charges. Odyssey Wear will not charge for any duties or taxes as they may pertain to international orders, these charges are the sole responsibility of the customer. We will not issue any refunds to items where the consignee refuses to pay required duty or taxes.

SAMPLE DRESS RETURNS

Sample dresses must be returned, in new, unworn condition, with all tags attached. Dresses may be kept for 10 days from the day of receipt. Please contact us to make arrangements if you would like to keep the sample permanently or for a longer period than our standard.

Should dresses not be returned within the allowed time, you will be charged a non-refundable late fee of \$50 if the dress is returned up to 7 days late. If the dress(es) are kept for more than 17 days from the date of receipt, the full amount of the dress(es) will be billed, and the sale of the dress will become final. No returns will be permitted. If you have borrowed a dress and would like to keep the dress beyond the 10 days, please contact us for a time extension PRIOR to keeping the dress beyond the 10 days. Shipping charges of \$16 for up to 2 dresses, 3 dresses are \$26, and Bridal gowns are \$26 to US addresses only and are non-refundable. Prepaid return shipping is available. All samples are shipped via trackable method (via FedEx, UPS or USPS) 3-5 day delivery with a signature requirement, so please plan accordingly.

Sample dresses should be returned, insured to:

Sample Returns-Odyssey Wear
321 Scott Drive, Silver Spring, MD 20904

Please be sure to include your name and a contact telephone number with the dress(es) being returned.

REPLACEMENT DRESSES

If your item has been damaged in shipping please contact us immediately. If you have been pre-approved for a replacement item, a pre-paid (FedEx) return slip and shipping pouch will be sent to you. Any replacement items will not be shipped until we have confirmation that the original item has already been returned. The original item being replaced must be returned to us immediately by using the FedEx slip provided. Your credit card on file will be charged in full for any item that is not returned as well as any additional shipping charges.

PRIVACY POLICIES

All personal information is limited to access by authorized personnel solely for the purpose of order processing and confirmation. We do not share, rent or sell information of any kind with any third party under any circumstances. All "Real Weddings" images are shared with the permission of the brides/family that own the rights to the photographs and may not be used by anyone for any purpose.

All email messages you may receive are personal and individual responses to your order or requests and are not automated in any way. We do not send "cookies" to your browser, or solicit or purchase information on individuals for marketing purposes.