

Lamei Couture

Terms and Conditions

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1. Custom Dressmaking Services:

Lamei Couture specializes in crafting bespoke dresses tailored to the measurements provided by the bride or bridesmaids since 2013. Additionally, sample dresses are available in our Polokwane studio for fittings or rental purposes. We extend our services nationwide through our online platform to accommodate clients throughout South Africa.

2. Measurement Process:

Upon engagement, clients will receive a comprehensive measurement form to complete and return to us. It is imperative to ensure accuracy in these measurements. Lamei Couture disclaims responsibility for any inaccuracies resulting from measurements provided by the client.

3. Quotation Inclusions:

Please be advised that our quoted prices do not cover alteration fees, veils, garters, bridal belts, or garment bags, unless explicitly stated otherwise.

4. Manufacturing Origin and Material Quality:

Bridesmaid dresses are locally produced in South Africa, whereas our wedding dresses are predominantly custom-made internationally using premium quality materials.

5. Customization and Confirmation Process:

Clients will have the opportunity to select lace and color options for their custom wedding dress. Upon completion, a photograph of the finished dress will be provided for visual confirmation. Once confirmation is received, the dress will be promptly shipped. No returns or alterations will be accepted thereafter.

6. Lead Time and Rush Orders:

Custom wedding dresses may require up to 12 weeks for production, while bridesmaid dresses may take up to 6 weeks, excluding delivery time. Expedited services are available for rush orders at an additional cost per bridesmaid dress. For urgent wedding dress orders, please contact us directly.

7. Courier and Delivery:

Dresses will be dispatched upon full payment receipt. Courier fees will be itemized separately in the quotation. We utilize reputable courier services such as The Courier Guy (door to door) or Pudo. Lamei Couture bears no liability for delays caused by courier services or external factors such as strikes.

8. Deposit Requirement:

To secure your order, a 50% deposit for bridesmaid dresses and a 60% deposit for wedding dresses are required. Once the deposit is processed, cancellations or refunds are not permissible, and the remaining balance must be settled upon dress completion.

9. Returns and Exchanges:

Sale items are final and ineligible for refunds or returns. Made-to-order items, including customized dresses, are also non-refundable and non-exchangeable. Clients are responsible for verifying sizes and colors before placing an order. In the event of client-induced errors, alterations will be accommodated at an additional cost. Any errors attributable to Lamei Couture will be rectified at our expense.

10. Color and Fabric Considerations:

Clients will be promptly notified of any out-of-stock colors. Please be aware that lace patterns may vary by color, and exact matches cannot be guaranteed across all hues. When ordering multiple dresses for a single event, please consolidate orders to ensure uniformity. Due to variances in fabric availability, accompanying fabrics may not be available in all base fabric colors. Clients may request sample colors for bridesmaid dresses. Lamei Couture shall not be liable for color discrepancies between product images and actual fabrics due to factors such as camera quality and lighting.

11. Stockist Opportunities:

We welcome inquiries from stockists interested in purchasing and reselling our products. For further details, please contact us directly.

These terms and conditions govern the relationship between Lamei Couture and its clients, ensuring clarity, transparency, and mutual understanding throughout the dressmaking process.

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