



SIMPLE STITCHES

Policies

Appointments

- ⊕ If any changes need to be made to your appointment, please notify us at least 24 hours in advance.
- ⊕ Failure to book the correct appointment time, adding additional people, or adding additional garments may require your appointment to be rescheduled.
- ⊕ Arriving late will cut into your appointment time and may result in requiring a rescheduled appointment or waiting for another appointment to finish.
- ⊕ All formal items require a follow up fitting. If the customer does not wish to try on in store, they will have 2 weeks to have an adjustment to a previously preformed alteration free of charge. Any deviation from the original request may result in an additional charge.

Rush Fees

- ⊕ Rush fees and material costs must be paid for at the 1st appointment. Alteration costs must be paid before the garment can be removed from the shop.
- ⊕ All non bridal alterations needed in under a week may be subject to a rush charge. Bridal rushes needed within 2 weeks may be subject to a rush charge. Charges will be at the discretion of the Simple Stitches staff.
- ⊕ Additional rush fees are at the discretion of Simple Stitches Staff due to complex alterations in an unfavorable time frame.

Due Dates

- ⊕ Dates written on tickets are the ESTIMATED due date. Customers may be contacted on their estimated due date anytime during our business hours. Simple Stitches personal will contact customers when their items are complete and ready for pickup.
- ⊕ All alterations will be given a 2 week grace period from the time of pickup to bring the item back for an adjustment for a previously preformed alteration. If the item/ alteration is past the 2 week grace period, all alterations will incur an charge.
- ⊕ Requesting a due date change will be subject to a date change charge at the discretion of Simple Stitches staff.

Pick Ups and Drop Offs

- ⊕ Items must be clean and odor free. Items dropped off with an odor or dirty will be cleaned at the customers expense. Simple Stitches is not responsible for any damage caused by the cleaning process.
- ⊕ Any garments or materials delivered on behalf of another person are considered to be acting on behalf of the garments owner. Therefore, any decisions made on behalf of another who is not present during the transaction, delivery, or fitting are not the responsibility of Simple Stitches or any of their representatives. Any and all damages that result from dealing with a third party acting on behalf of the final wearer will be the responsibility of the customer. To ensure there are no miscommunications, we recommend verifying all details with the final wearer and recommend all concerned parties be present for fittings.
- ⊕ Items left at our shop for over a 14 days after being contacted are void of the two week adjustment grace period. Adjustments needed at or after the customer picks up are subject to an additional charge.
- ⊕ Item(s) left in our possession over 30 days will be subject to a daily charge of \$5 a day up to 30 days until the customer retrieves their items. The cost alterations and storage fees must be paid before the items can be removed from the premises.



SIMPLE STITCHES

Policies

Sewing Machine Maintenance & Repair

- ⊕ A \$35 non-refundable bench fee is due upon dropping off a sewing machine for maintenance and repairs. This \$35 will be applied to the final total due for maintenance after servicing. The remaining balance will be due upon pickup. If the machine is determined to be un-serviceable, no additional charges will apply beyond the initial bench fee (not including ordered parts or any additional service rendered before a cancelled or un-serviceable order).
- ⊕ Electronic maintenance and repairs are not included in standard maintenance and will be billed at \$120 per hour plus parts as applicable.
- ⊕ Parts needed for repairs will be an additional charge beyond our bench and service fee. Parts will be quoted to the customer for approval before proceeding with repair or replacements.
- ⊕ Storage fees are applicable to any sewing machines left with Simple Stitches. See Pick Ups and Drop Offs for storage fee information.