



Nights in Satin CC - CK: 2006/171822/23  
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## **Affordable Designer Bridal and Special Occasion Wear Online Terms & Conditions**

Welcome to Nights in Satin. Our [nightsinsatin.co.za](http://nightsinsatin.co.za) website is the largest Online Store and is an extension of our Nights in Satin Bridal and Special Occasion Wear retail studio, located in Sandton, Johannesburg, South Africa.

We offer designer bridal gowns, bridesmaid dresses, tiaras, costume jewellery, flower girl dresses, wedding accessories, special occasion dresses, ball gowns and more.

Please read our Terms & Conditions carefully before placing your order. By placing an order with Nights in Satin you will be in acceptance of these terms and conditions.

Nights in Satin reserves the right to change these terms and conditions at any time by posting the updated terms and conditions. Please review our terms and conditions regularly for updates.

If our terms and conditions or any modification we may post is unacceptable to you, your only recourse is to terminate your use of this site immediately.

### **No Exchange or Refunds**

All purchases are specially made to order and cannot be altered or changed under any circumstances once the order is confirmed.

All sales are final and it is your responsibility to ensure that the right style, size, colour and any other specification have been chosen before submitting your order.

Should you be unsure of your size, or the correct size for gowns of this nature, you are welcome to visit our Nights in Satin showroom in Sandton, Johannesburg, where we provide a full measurement and sizing service free of charge by trained fashion consultants.

Nights in Satin permits orders online, or by fax or in person by visiting our showroom in Sandton, Johannesburg, South Africa. Please select the option with which you are most comfortable.

### **Secure Online Purchasing**

Our website ordering is completely secure, as is making your payment online. All information is handled completely securely using internationally recognized security systems and payment procedures approved by the South African banks and other electronic merchant payment service providers.

Once you have submitted your order, Nights in Satin will immediately send you an e-mail acknowledging your purchase. A second order confirmation will be e-mailed to you within 7 - 10 business days. The order confirmation will verify all information and provide an estimated shipping schedule for your order.

### **Fax Ordering**

A fax order can be processed by printing the fax order form from our website and faxing this completed form to the fax number below, after which we will confirm receipt of your fax via e-mail. Once the payment has been processed and confirmed by the bank, an order confirmation will be e-mailed within 7 - 10 business days.

Please complete your order form in full.

**Nights in Satin fax #: 011 706 2485**

### **Order Confirmations**

Order processing will not begin until we receive a confirmed order and full payment.

Order confirmation usually takes between 7 - 10 business days after the order has processed. This is dependent on the designer or manufacturer and the style, size, colour or quantity.

Manufacturers and Designers estimate production times, and these cannot be guaranteed, although they are usually accurate to a week or two, so allow enough time for receipt of your dress before your special occasion.

### **Payment Procedure**

Payment is made in full on order confirmation. Nights in Satin does not provide credit facilities or payment terms. No refunds will be made after order confirmation and receipt of payment. All transactions will be processed in South African Rands (ZAR).

## Payment Methods

Nights in Satin accepts Visa and MasterCard credit cards, electronic transfers and direct deposits into our bank account.

Our electronic payment details and direct deposit details are available on the fax order form or our website under "Contact us".

Payment can also be made in person at our Nights in Satin Showroom in Sandton, Johannesburg, where we have credit card facilities or payment by cash will be accepted. No order will be processed until the payment is made. No cheques are accepted.

## For Hire

Dresses may be hired as an online purchase. The full price of the dress must be paid on order. Once the dress is returned to our Sandton premises, a refund between the hire price and the full price will be paid.

Our standard term and conditions for hiring apply.

## Check your details!

Incorrect personal details may lead to problems or delays in delivery. Please ensure you have included the full address details, including accurate postal code, your daytime contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are experienced.

## Shipping and Delivery

Shipping is an additional cost, but is transparently displayed during the order confirmation and payment process. You will be requested to make a choice of shipping method which will have a different cost associated.

Please be very specific when providing shipping details, including all postal codes. Changes to shipping details can be made, but must be made within good time before shipping is completed.

Shipping rates do not include any charges imposed by customs control in various countries, such as customs duties and Value Added Tax, which is for your account and settlement with these authorities.

Every effort is made to effect shipment of your order timeously however unforeseen circumstances may cause delays. Should we be faced with such an occurrence, Nights in Satin will contact you via email and provide a revised shipping schedule.

Should you wish to collect your order directly from our Nights in Satin Showroom in Sandton, Johannesburg, shipping charges will be waived. Please indicate this option on ordering. The onus is then on you to collect when notified of the availability of your order for collection.

## Estimated Order Time

Order can take between 6 and 16 weeks to be completed. Please ensure your order is made as far as possible in advance of your wedding date. Remember, there may be shipping delays and the dress may need to be slightly altered.

Nights in Satin shall not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from events which is beyond our reasonable control.

## Making your Selection

Please ensure you make your size and colour selections properly. Check all information available on our website carefully, including all size charts and measurement guidelines. Take your own measurements to ensure you have selected the correct size. Do not assume your usual dress size is your size.

Please note that most dresses may need a slight adjustment. We provide an alteration service of online orders for a fee at our showroom in Sandton. Should you be unable to visit our premises, we suggest contacting a professional seamstress in your area experienced in bridal gowns.

It is the customer's sole responsibility to provide the correct size and Nights in Satin takes no responsibility for incorrect sizes chosen and provided on ordering.

Should you be unsure of your size, or the correct size for gowns of this nature, you are welcome to visit our Nights in Satin showroom in Sandton, Johannesburg, where we provide a full measurement and sizing service free of charge by trained fashion consultants.

Ensure you select the correct colour dress and are sure it is the colour that you want to order. Again, make use of all available information available in the website to make your choices. Nights in Satin takes no responsibility for incorrect colours chosen and provided on ordering.

Should you be unsure of your colour choice, you are welcome to visit our Nights in Satin showroom in Sandton, Johannesburg, where we provide advice on colours and fabric free of charge by trained fashion consultants.

On occasion, designers and manufacturers may discontinue certain styles without advanced notice to Nights in Satin, in which case a different style may be selected or a refund issued.

## **Customer Care**

We strive to offer you the best customer service we can. We welcome all feedback and aim to deal with any problems or difficulties experienced by our customers quickly and fairly.

We sincerely hope you will not need to complain but in the event you are dissatisfied with the service you have received email [care@nightsinsatin.co.za](mailto:care@nightsinsatin.co.za) with full details of the complaint.

**Our Customer Service Department is available 5 days a week!**

**Monday - Friday 9:00 a.m. to 4:00 p.m. Central African Time**