

FAQ

1. How long before my wedding date do I commence shopping for a wedding gown?

A good rule of thumb is 6-8 months. Selected gowns can require up to four months lead time for delivery into store. A further 4-6 weeks are recommended for any final alterations and choosing of accessories etc.

2. Do I need to make an appointment for a fitting or consultation?

You are welcome to come in for a browse and a chat. However an obligation free appointment is recommended for trying on gowns. This allows for a one on one experience with less interruptions especially if your appointment is outside normal working hours.

3. How long will a consultation/fitting take?

Generally about an hour. This can depend on whether you are trying different styles to find a gown suitable for your shape, or finding one closest to the design you already have in mind. Most brides try about six gowns. You can also retry your favourites on a subsequent visit. If time permits once a gown is selected the consultation can move onto accessories, otherwise they can be addressed once your gown arrives in store.

4. Does it cost to try on gowns?

Yes. A maximum cost of \$40 – which is deducted from your choice of bridal accessories when ordering a gown.

5. How long does it take to order a gown that isn't in store?

The lead time on gowns is anywhere from 2-4 months depending on designers and suppliers. Rush orders are available in some ranges but an additional fee is imposed.

6. How long will it take to have a gown made to order?

This will depend on your timeframe. You may book in for a made to order anytime prior to your wedding – in some cases up to 12 months or more. It is recommended to have the gown finalised and ready for pickup two weeks before the wedding date. In some cases a gown may be made with a four week turnaround.

7. Can I take a picture when I try on a gown?

This is discouraged but if it helps in the choice of a gown, you can ask. I am happy to take one in store and email it to you.

8. What is the price range for gowns?

Bridesmaid's gowns range from \$225 up to \$450. Wedding gowns range from \$500 up to \$3500. Evening and Ball gowns range from \$350 up to \$1000.

9. Do you require a deposit to order a gown?

A 50% deposit is required at the time of ordering your gown.

10. What happens when my gown arrives?

When your gown arrives in store it is inspected and steamed. You will receive a phone call to advise you of its arrival and to organise a fitting time. It is then prepared for you to pickup approximately two weeks prior to your wedding.

11. What about Alterations?

If it is necessary to do any alterations they will be done in store at your convenience. The cost of alterations will vary from gown to gown. This will be discussed before the alterations are commenced.

12. How do I select Bridesmaids gowns?

You can view the collection in store or via the website. A consultation is advisable to discuss the colours, styles and sizes of your bridesmaid's gowns. This is often done in conjunction with your wedding gown consultation.

13. What about ordering bridesmaids gowns?

Out of town bridesmaids gowns can be ordered in the same way as your wedding gown. The difference being that their measurements will need to be taken by a confident and able person and then forwarded to the shop. It is recommended that the entire bridal party order their gowns at the same time to ensure that everything arrives in store at approximately the same time.

14. What is your refund policy?

We do not accept returns. All sales are final. Although if you have any areas of concern or problems a solution will always be sought.