

Costume Terms and Conditions

General Terms: This is an agreement between Meridith Towne and the customer as stated above. Meridith Towne will fulfil all obligations as outlined in this quote, based on the customer's written brief, and deliver the order by the specified date, unless exceptional unforeseen circumstances prevent this from happening (e.g. serious injury or illness, bereavement, fire damage, theft or failure of timely delivery by suppliers). Should any of these circumstances occur, Meridith Towne will inform the customer as soon as possible and help to arrange the order be fulfilled elsewhere or any monies taken will be returned should the project not be rescheduled. The customer is expected to provide all the information required to fulfil this work, update Meridith Towne should there be any changes and maintain an open communication channel so any changes in the project can be easily and quickly relayed. A failure to do this may result in a delay in the project. Though every care has been taken to ensure the quote covers all the requirements of the customer, it is the responsibility of the customer to check the quote includes all the items and elements they need before signing.

Quote Terms: This quote is valid for two months from the date of production. Any alterations to this quote will be confirmed in writing and sent to the customer. The new quote, once signed by the customer will supersede any previous agreements. Due to the speed of production, these changes may be discussed in person and confirmed in writing via email in lieu of this form. A non-refundable 40% deposit or valid Purchase Order Number is required before work commences or fabrics are purchased, the final balance is payable upon completion and collection of the garment(s). No items will be made available until the deposit payment has been made or a valid Purchase Order Number has been provided and confirmed.

Maintenance: All costumes are provided with information on the construction and make up of the costume and maintenance instructions, either verbally or in writing. Meridith Towne takes no responsibility for damage to the costume should the maintenance instructions not be followed. All garments are made to the highest standard with the aim of withstanding long, sustained use, unless otherwise stated in writing by Meridith Towne due to specific design requirements of the customer. Maintenance on costumes can be arranged at additional cost.

Fittings: The customer will be invited to a design consultation meeting at Meridith Towne's studio to discuss their ideas and requirements, then a toile (mock-up) fitting, a material fitting and a final collection fitting. Additional fittings can be arranged if needed. If at the request of the customer, these will incur a £20 fee plus any travel expenses. If requested by Meridith Towne, no additional fees will be levied. Should the customer require home or onsite visits for the design consultation and fittings, travel expenses will be agreed beforehand in writing and added to the final invoice.

Fittings will be arranged at the convenience of Meridith Towne and the customer. Should the customer need to cancel a fitting appointment they must inform Meridith Towne as soon as possible. A new fitting will be arranged but any delay in the completion of the order due to a cancelled/postponed appointment by the customer is not the fault of Meridith Towne, and every effort will be made to complete the order by the agreed deadline. If Meridith Towne has travelled for the fitting which has been missed or cancelled the travel expenses and cost of fitting will be invoiced. Should the customer be unable to attend fittings, measurements must be agreed in writing and Meridith Towne will make the garments to the measurements provided. Meridith Towne takes no responsibility if the garment(s) do not fit when based on the measurements provided by the customer. Design changes can be made at the toile fitting, but once this design has been agreed changes are at the discretion of Meridith Towne. The customer is advised to wear the shoes and undergarments they wish to wear with the outfit at this fitting, as changes cannot be made once the hem length and fit is agreed on. Upon collection the customer will try on the garment to ensure the fit is perfect. Any requests for minor alterations must be made known as soon as possible, as once the garment and final payment have been exchanged, any further work will come at an additional cost and be completed only when and if possible, this includes defects incurred as a result of 'wear and tear.'

In situations where no fittings are needed e.g. try-on costumes, multi-person wear etc. On collection or receipt of the order, items should be checked to make sure they fit the brief and details outlined in this quote. Any deviations need to be immediately brought to the attention of Meridith Towne. This must happen within 3 working days of order arrival.

Cancellations and refunds: The customer can cancel at any point up to, and including, the toile fitting. If the toile has been started the cost of materials and labour for this will be deducted from the deposit paid. Once construction has started in the final fabric cancellation is not possible and the cost of materials and labour up to this point will be charged. Once completed full payment is expected. Due to the bespoke nature of the garment(s), full refunds are not possible. When fabric has been bought, should the customer wish to change it, the additional cost of the new fabric will be added to the final invoice. Note: changes cannot be made once the fabric has been cut without incurring an extra charge for cutting in addition to the new fabric. Any fabric not used will be returned to the customer.

Delivery: A choice of delivery options will be given to the customer. Meridith Towne advises to pay for costumes to be sent fully insured via courier or collected to ensure they are not damaged or lost in transit. Once the costumes have been passed onto the courier they are no longer the responsibility of Meridith Towne. Should the customer choose to have the costumes sent without full cover, then there will be no expectation of remuneration from Meridith Towne for any parts lost or damaged in transit, provided Meridith Towne has provided suitable packaging and labelling.

Photography: Photographs will be taken throughout the construction of your costume and also at fittings and on completion. These will be used by the team to make your costume and will only be shared on social media in whole, or in part, with your permission. Meridith Towne maintains the right to take a picture on completion of the costume on a mannequin to feature in her online portfolio. Further images of the customer in the costume will be requested to feature in the portfolio with their permission.