

**Custom Orders:**

We require payment prior to carrying out custom work. Customisable products are available via the online store, where it is possible to select the elements required for personalisation. If the options required are not available online, or a completely bespoke item is required, please email us directly at contact@studio-in-bloom.com.

Lead Times:

Custom orders are made on demand. Our anticipated lead times can be found alongside our products. Lead times will fluctuate from time to time since they depend on studio capacity. In the event of a delay, or unavailability, you will be notified accordingly.

International shipping - customs duties and taxes:

Where applicable we will not be held responsible for any duties, taxes or fees determined by customs in the destination country.

Delivery and shipping:

Delivery costs will be calculated at checkout.

Where specified at checkout, our rates include tracking and insurance.

For items that are in stock you can expect your order to arrive within 2-3 working days within the UK, 3-5 business days to Europe, and 6-7 days worldwide.

Amending your order:

Should you need to make a change to your order once confirmed we will do our best to accommodate this, however major changes could require an additional fee. Should this be the case, it will be communicated. We do not accept returns for custom and bespoke orders.

Garment Care:

Due to the delicate nature of our embroideries we ask that the care instructions are adhered to particularly when washing, if applicable. We are unable to accept any returns for misuse, poor handling, or wear and tear of our products.

Online orders:

Once you have placed your order you will receive a confirmation email to the address provided. We will send you a follow up email when we dispatch your goods.

Children's Jackets:

We understand children grow out of their clothing quickly and so to accommodate this, subject to size availability, for an additional fee, we would be happy to re-attach any of our patch embroideries onto a bigger size at a later date. Please contact us directly about this as fees will vary. This only applies to embroidery that is not applied directly onto denim.

Returns:

If you are unsatisfied with your purchase we ask you to contact us as soon as possible. We will assist you in any way we can. We cannot accept returns for bespoke work and customised products. For everything else we kindly ask that you inform us within 14 days of receiving your goods. Returned products must be new, unused, in saleable condition, with labels attached and in their original packaging. We put a lot of care into manufacturing our products, so we ask our customers to take care when unwrapping and trying on products. The customer will be responsible for the cost of returning goods. We ask that the return is insured up to the value of the item you are sending back. On receipt of your purchase we will arrange to credit you, less the initial delivery costs.

Luxury Signature Packaging:

If requested at checkout, or if included with your purchase, products will be wrapped in tissue and placed into one of our branded boxes, subject to availability. Clutch bags are



Studio In Bloom

contact@studio-in-bloom.com
Registered co. number 12951943



always sold with a dust bag, and box (subject to availability). In the event we are unable to provide you with the packaging requested we will notify and reimburse you accordingly.

Payment:

We accept all major credit cards



Studio In Bloom

contact@studio-in-bloom.com
Registered co. number 12951943