

Terms and Conditions

By placing the order, you agree to the terms and conditions of sale. It is strongly recommended to read this document in full and to keep a copy for your own records. By entering into a business agreement with Seema M, trading name (under Seema Makhani), you agree to comply with and be bound by the following terms and conditions of sale. From here on 'you' refers to the customer and 'us'/'we'/'our' refers to Seema M , trading name(under Seema Makhani).

Order Confirmation and pricing

1. When you place an order and made 50% payment for the stated invoice, you will receive an acknowledgement e-mail confirming receipt of your order with the invoice.
2. The price shall be in pounds sterling and inclusive of VAT

Order

1. All items listed on the invoice constitute a single order.
2. Customers are reminded that they should satisfy themselves that the products they are ordering are suitable for their requirements before placing an order.
3. We only create custom-made orders as per customer requirements. Hence it is imperative that you check the details of the entire order.
4. You are requested to go through the measurements, detailing, colours, sketches mentioned on the order form thoroughly. In case of any discrepancy at the time of delivery the details on the order form will be considered correct.

Payment

1. All orders require 50% advance payment upon the time/date of the order, before invoice is emailed. Remaining 50% of the payment needs to be made before the order(or any part of it) is trialed/collected by you. In event of no trial/collection, delivery of the order will only be made once remaining 50% payment has been received by us.
2. Payment method is either cash or bank transfer. We do not accept credit or debit card payments at present.
3. If the order placement date and delivery date happen to be the same date, then full payment is required before the order is passed on to the customer.

Order cancellation

1. The customer must check the order form and confirm all the details are correct at the time of purchase.
2. It is understood that an order once finalised and confirmed, cannot be cancelled once 24 hours have elapsed from the date of purchase. In that event, No refund shall be processed. It cannot be cancelled, refunded or exchanged if you simply change your mind.

3. Once an order has been placed, you have only 24 hours from the date of purchase(as mentioned on the invoice) to cancel the order. In this event, you will be refunded the payment you made at the time of the purchase. The payment will be made in original method of payment. It is important that you retain the invoice as proof of purchase.
4. Any changes must be made to an order within 24 hours of the order confirmation. Making a change within the 24 hours of placing the order does not guarantee that a change can be made. Seema M will, where possible, endeavour to make the desired changes.
5. No change is permitted post 24 hours of placing the order.

Returns and Refund

1. As the ordered goods are custom-made, they can neither be returned nor refunded, and the standard 28 days refund policy does not apply. No refund, store credit or an exchange is permitted on such items.
2. We request you to make sure you check all the details when placing the order as each order is manufactured specifically for you(custom made) and no return or refunds will be issued.
3. Order is deemed final upon the advance 50% payment and cannot be cancelled, refunded or exchanged if you simply change your mind.

Deliveries/Trials/Collections

1. All orders must be paid in full prior to delivery/trials/collection.
2. Order won't be passed onto you until we have received in full all sums due from you in respect of the price for the order.
3. It is understood that the turnaround of orders may vary depending on fabric and design material availability. All indicated turnaround times are estimated and Seema M will endeavour to meet as close as possible the average turnaround time agreed at the time of purchase.
4. However, many of the goods and/or services we provide involve hand-making products or personal attendances, and, as a result, any date specified by us for delivery of the goods and/or performance of the services can only be an estimate and it is hereby expressly agreed that time for delivery of the goods and/or performance of the services under any contract shall not be of the essence. In the event of any delay we will keep you informed of the delay and provide alternative dates and times.
5. We will aim to get orders ready in time for your collection date, however we cannot be responsible for delays beyond our control.
6. If your order is to be delivered outside the European Union you may be charged import duties and other local taxes. It is your responsibility to pay any such import duties and local taxes.

Quality and Defects

1. Due to the uniqueness of every garment, it is not possible to guarantee that the finished item(s), especially those with distressed finishes, will have exactly the same colour, pattern, weave and finish as the item viewed in store.
2. A faulty item is one that is faulty due to manufacturing fault only. If the item has been misused, abused, damaged through use or otherwise modified we will not be able to repair the same.
3. Any fault in the item needs to be communicated within 24 hours of the order being delivered.
4. If the item is collected from us, we will inspect the completeness and quality of the order with you. Order should be checked by you and is assumed to be correct and without flaw once taken from the store.
5. Seema M retains full discretion on whether a product is deemed faulty or not.
6. We will require you to return the garment to us for inspection at your own cost.
7. We are not liable for defects resulting from a customer not following standard care procedures. All outfits are dry clean only items.
8. We will return the misused item back to you if you are happy to incur the administration & shipping costs of £9.99 (this does not include any collection costs or international shipping costs - if we have arranged for a specialist courier to collect the item or we need to return it abroad, the cost will be additional).
9. In the unlikely event that a manufacturing error has occurred, we will follow our repair procedures. Turn around times will be communicated to you on inspecting the faulty items.
10. Garments are all handmade, slight differences in Colour, Design, Prints and Fabrics are no imperfections, but are the characteristics of a Hand Made Product.
11. All crystals, pearls & embroidery material are put on by hand with special adhesive or links. These may fall out if not handled correctly. This is not a defect but a characteristic of a handmade garment. If this happens after collection you are fully welcomed to get it back to us for the replacement of the crystals/embroidery material. No refund/exchange can be made under such a situation.

Weight gain/loss

1. We manufacture each garment according to measurements taken at the time of order placement.
2. We shall not be held liable for any size variations due to weight gain or loss. In case of any discrepancy at the time of collection/trial/delivery the details on the order form will be considered correct.

Privacy policy

1. Seema M takes the confidentiality of personal data very seriously. We limit access to personal information about you to employees who we believe reasonably need to come into contact with the information to provide products or services to you or in order to do their jobs.

2. Any personal data collected is used in accordance with data protection legislation.
3. Personal data will not be made available to third parties.
4. If you have any questions regarding our Terms and Conditions or Privacy Policy, please email us to info@seemam.com