



## TERMS AND CONDITIONS FOR RENTAL OF GOWNS AND SERVICES

The Rental Terms and Conditions of gowns and/or services are provided herein. At all times, Truly Enamoured shall reserve the right not to rent any gown and/or services to a Bride at its own discretion.

### 1. Bridal Rate and Package

1.1 Enamoured Luxe Pte Ltd ("TE") offers four (4) tiers of bridal gown styles (Fine Art, Classique, Couture and Opulent) which vary in design and price.

1.2 There are two bride rates for each tier of bridal gowns as well as for the Wedding Services Suite being:

- (a) a TE Bride Exclusive rate i.e Bride who seeks to lock in a style of bridal gowns at the respective rate by providing a TE Deposit as defined below ("TE Bride Exclusive rate"); and
- (b) a Standard bride rate.

For the avoidance of doubt, the **TE Bride Exclusive Rate** is only available to Bride on the **date of the first Virtual Styling Consultation with TE**.

### 2. Payment of Selected Gown(s)

#### Initial Payment

2.1 Bride shall be required to pay a deposit equivalent to 60% ("Initial Deposit") of the selected Tier, or the minimum deposit of SGD\$535 (inclusive of GST), whichever is applicable.

2.2 Virtual styling fees can be used to offset the above payments mentioned.

#### Final Payment

2.3 Bride shall be required to make final payment of the Confirmed Gown(s) and/or services upon confirmation booking on the Confirmed Gown(s) as follows:

- (a) The full balance equivalent to the respective Bride rate.
- (b) Any additional costs such as customisation costs etc.

(c) A refundable Security Deposit equivalent to the full price of the tier of the Confirmed Gown(s) TEBrIde Exclusive Rate is applicable

(d) SGD\$180 Dry Cleaning Fee per Confirmed Gown(s) and overskirt(s) per usage, or SGD\$250 Dry Cleaning Fee for ball gowns and gowns with a long train.

2.4 The Security Deposit shall be refunded in full upon the return of the Returnable Items provided that the Returnable Items have been assessed by a third party, to be in its original condition, without damage. Third party, shall make the final assessment on the condition of the Confirmed Gown(s). Should there be damage on the said, the cost related to such damage shall be offset from the Security Deposit. Unless such damage is irreversible/unrepairable, then the Security Deposit will be non-refundable.

2.5 Returnable Items apply to the Gown and Gown accessories such as Garment Bag, Gown hanger and Veil. For Veil damages, it will be chargeable at a flat fee of \$267.50.

2.6 Furtherance to Clause 2.2(d) above, all dry-cleaning services shall be carried out by a third party.

### 3. Home Fitting

3.1 Bride can opt for the Home Fitting option to try on up to a maximum of 3 Gown(s).

3.2 Physical gown will be couriered upon request, subjected to gown(s) availability

3.3 Shipping Fees applies depending on country of delivery, while custom and tax and duties will be borne by the Bride.

3.4 A refundable Security Deposit equivalent to the full price of the Selected Gown(s) Tier is applicable

3.5 Duration of Home Fitting: Bride can be allowed to hold the gown for up to 3 days upon date of gown arrival.



3.6 Truly Enamoured will be responsible to oversee the courier delivery and return of the Gown(s).

#### 4. Reservation of Selected Gown(s)

4.1 For Wedding Day Usage: **The gown will be reserved for the Bride for a maximum of fourteen (14) days including the courier delivery and return. Additional day usage is at SGD\$100/day, subjected to availability.**

4.2 For Photoshoot/Second Usage: For a second usage, Bride will be required to **top up 20% of the gown(s) rental rate. For a rental period of seven (7) days including pick up and return.** Additional day usage is at SGD\$100/day, subjected to availability.

4.3 TE shall at all times reserve the right not to release the Confirmed Gown(s) to Bride for photoshoot/Second usage or other uses, should TE deem the condition(s) (as specified in Clause 4.4 below) unacceptable. Such discretion shall at all times lie with TE.

4.4 Unacceptable conditions: Any activities that will damage or discolour the gown(s).

#### 5. Definition of Confirmed Gown(s)

5.1 Bride shall be required to make up to a maximum of two (2) Virtual consultation after her initial virtual styling session to select her gown(s).

5.2 **Bride is advised to soft book a gown(s) ("Soft Booked Gown(s)") by her second virtual consultation:**

(a) Should the soft booking be contested, Bride will need to decide on whether to confirm the Soft Booked Gown(s) or to release it within three (3) days. **If Bride is uncontactable after three (3) days via all communication information given, the Soft Booked Gown(s) will be released.**

i. Should Bride decide to convert the Soft Booked Gown(s) to Confirmed Gown(s), there will be no changes allowed and any exchanges thereafter will be

considered as a new gown rental.

ii. Should Bride decide to release the Soft Booked Gown(s), she is advised to soft book another gown(s).

(b) Soft Booked Gown(s) can be **exchanged only once to a Confirmed Gown**, within two (2) virtual consultation appointment time-frame, subject to Exchange Charges specified in Clause 5.3 below.

#### 5.3 Exchange Charges

(a) Should there be any exchanges on Confirmed Gown(s), there will be an exchange charge equivalent to 20% of the rental cost of the new Confirmed Gown(s).

(b) Exchanges can be made only to **the same or higher pricing tiers**. For exchanges to higher pricing tiers, TE shall only approve the exchange after Bride has made payment of the additional cost as well as any Exchange Charges (if any).

5.4 **No exchanges** are allowed once alterations on the Confirmed Gown(s) have commenced.

5.5 In the event of a change of wedding date, there will be **no exchanges** on Confirmed Gown(s), unless Confirmed Gown(s) is not available on selected dates.

#### 6. Alterations of the Selected Gown(s)

6.1 Bride shall be given a standard measurement guideline accompanied by a virtual call with her designated stylist to ensure the accuracy of measurements OR;

6.2 Bride can choose to source for their own professional assistance from a local tailor to complete necessary measurements needed based on the Confirmed Gown(s).

6.3 Alterations will be done in our Headquarters in Singapore. Should further alterations be required after receiving the gown, a maximum of SGD



300 will be covered for local alterations at our dedicated service points only.

6.4 For Countries that do not have any TE local support team to assist for alterations will be given, capped at, \$300 to utilise for alterations requirements.

6.5 Final payment for Confirmed Gown(s) (as per Clause 2.3) must be made prior to the commencement of any alterations.

6.6 Customisations of gowns are not considered as alterations and will be charged accordingly.

## 7. Two Gowns Package

7.1 Bride shall be required to pay a deposit equivalent to 60% of package price.

7.2 Bride will be entitled to soft book two (2) gowns, furtherance to Clause 5.2.

7.3 Deposit made for the second gown cannot be used to offset payment on first or any other items.

7.4 Should Bride decide to cancel her second gown, Bride shall be required to pay a Cancellation Fee equivalent to 30% of the standard rate of the package.  
(a) Unless under a promotional package, it will be non-refundable.

## 8. Cancellation

**8.1 All deposits made towards Truly Enamoured are non-refundable except:**

(a) When the Selected/Confirmed Gown(s) is not available during the usage period due to unforeseen circumstances, although TE retains the discretion whether to provide a full refund or not to by substituting the Selected/Confirmed Gown(s) with another gown of the same price range.

**8.2** Upon payment of Initial Deposit, if Bride cancels the order and/or services for the Selected/Confirmed Gown(s), Bride shall be required to pay a Cancellation fee

equivalent to **50% of the Tier of gown Selected or the Fine Art Tier if no gown is selected yet.**

**8.3 Deposits for any promotion and/or discounted rates will be non-refundable.**

**8.4 Deposit made is non-exchangeable or transferrable to another party.**

## 9. Limitations of Liability

TE and its shareholders, directors, officers, employees ("The Parties") will not be liable (jointly or severally) to you or any third party, for indirect, consequential, special, incidental, punitive, or exemplary damages. In no event will the Parties' liability to you exceed the amount of one hundred Singapore dollars (S\$100).

## 10. Model Release

Bride acknowledges and agrees to allow TE to release photographs taken of the bride and provided to TE either via email or otherwise, or extracted from public forums (eg. Social media outlets), for the purposes of showcasing TE's bridal gowns on its social media platforms, website and Electronic Direct Mailers. In the event that the Bride does not authorise the release of such photos, Bride shall notify TE of the said in writing.

## 11. Force Majeure & COVID-19

TE shall not be liable for any failure or delay in the performance of this contract for the period that such failure or delay is beyond the reasonable control of both parties and materially affects the performance of any of its obligations under this contract. Force Majeure as referred to in this contract means unforeseeable, unavoidable and insurmountable objective conditions. TE shall not be responsible for the delay of shipment or non-delivery of the goods due to force majeure. Both parties shall make all reasonable efforts to prevent the effect of any non-performance of this contract by an event of force majeure.

In view of the World Health Organization (WHO) declaration of COVID-19 as a global health emergency and its increasing spread in many countries around the world, TE considers COVID-19 to be a global known Event as of 4 March 2020.



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As such, TE is not able to accede to any refund requests arising from this Known Event, for all invoices dated after 3-March-2020.

TE will instead provide indefinite postponement without penalties for brides' weddings which are affected by the COVID-19 pandemic, subject to gown(s) availability for the revised rental period.

TE reserves the right to modify and/or make changes and/or amendments to the above terms and conditions at any time with or without prior notice.