

Formals of Litchfield Retail Contract

Formals values and respects all customers. Our customers are the life of our business. All employees must follow store policies and are expected to deal fairly in all transactions. Should you have any questions or concerns, they should be addressed and handled by the store managers. If there are any problems that cannot be solved through this method, please call or write to:

Formals of Litchfield
913 W. Union Ave.
Litchfield, IL 62056
1-217-324-4513

It is the customer's responsibility to read and abide by the following policies. By signing the front of this contract you agree to all written policies. After reading these policies, please initial below. Please keep in mind that there are no exceptions to these published policies unless received in writing from the store manager.

DOWN PAYMENTS: A non-refundable, non-transferable down payment must be made to purchase a garment or any other item. The required down payments may be 1/3 to 1/2 of item, plus tax and any applicable shipping fees. No special order garments or items will be ordered without the required down payment. A down payment is required to put items in layaway. Some items require PAYMENT IN FULL to purchase or special order.

LAYAWAY PURCHASES: A garment or item put on layaway must be paid in full AND picked up within the 30-90 day time period. ANY GARMENT OR ITEM NOT PICKED UP & PAID BY THE LAYAWAY DUE DATE WILL BE RETURNED TO THE FLOOR STOCK. You may or may not receive notices of your balance due. Your contract will state the due date. NO REFUND WILL BE GIVEN ON THE DOWN PAYMENT. Your balance due must be paid with CASH OR CREDIT/DEBIT CARD ONLY. NO CHECKS PLEASE.

LAYAWAY PICK-UP: When you wish to pick up your bridal gown, please call 2 weeks in advance if you wish the gown to be pressed. NO FREE PRESSING ON CLEARANCE GOWNS.

SPECIAL ORDERS: You will be notified by mail or phone that your special order garment or item has arrived. You have 14 days to pay-off and pick up your items. Brides must call and make an appointment to try on and pick up their gowns. Please call 1-888-324-4513 to make an appointment. Your balance due must be paid with CASH OR CREDIT/DEBIT CARD. NO CHECKS PLEASE.

CANCELLATIONS - CREDIT: Only the person who signed the contract can cancel the contract. Only the Bride/Groom can cancel the wedding. There are NO REFUNDS*, CREDITS OR TRANSFERS given on down payments for any reason (except special orders not placed, and a 25% service fee is deducted from the refund). If a wedding is postponed or cancelled, all items and garments must be picked up immediately. If after 14 days of cancellation or postponement the items are not picked up, they will be placed on the sale floor and NO items will be returned.

ALTERATIONS: Formals of Litchfield does not offer or perform alterations on any purchased item. You are free to choose the seamstress of your own choice. If you choose a seamstress that Formals may suggest or recommend, Formals of Litchfield is not responsible or liable for any seamstress work that is done to your garment or items. You the customer will assume all responsibility for the alteration work done on your items.

PLEASE REMEMBER, ANY BALANCE DUE MUST BE PAID IN CASH, CREDIT CARD OR DEBIT CARD. CHECKS WILL NOT BE ACCEPTED AT THE TIME OF PICK-UP. We accept MASTER CARD, VISA, DISCOVER OR DEBIT CARDS & CASH.

Initials