

KrasiMav Clothing Alterations – Terms and Conditions

By booking or using services provided by KrasiMav Clothing Alterations ("KrasiMav", "we", "us", "our"), you agree to be bound by these Terms and Conditions.

Appointments & Consultations

- Services are by appointment only.
- Please arrive on time; if you arrive more than 15 minutes late, your appointment may be cancelled or rescheduled.
- At least 2 hours' notice is required for cancellations or changes.

Garment Condition

- All garments must be clean when brought in. We reserve the right to decline soiled, stained, or excessively worn garments.
- KrasiMav is not liable for pre-existing issues, defects, or damage in garments.

Quotes & Payments

- Quotes are based on an initial assessment and may be adjusted if additional work is required.
- Services over £20 must be paid in full at the time of your appointment. Services under £20 may be paid in full upon collection.
- We accept bank transfer, cash, and major debit/credit cards.

Turnaround Time & Rush Services

- Standard turnaround is usually 3–7 working days, depending on workload and complexity.
- A rush service may be available with a turnaround of up to 24 hours, subject to availability and a fee.
- Completion dates are estimates and not guaranteed. We'll inform you of any significant delays.

Fittings & Adjustments

- One fitting is usually included. Additional fittings are available at no extra charge if required.

- Please attend all required fittings. Changes after final fitting may be charged as additional work.

Client Measurements & Remote Instructions

- If you provide your own measurements or detailed instructions (e.g. for remote orders), you accept full responsibility for the results.
- Corrections required due to inaccurate instructions or measurements will be charged as new services.

Satisfaction & Adjustments

- No refunds are offered once work has started due to the custom nature of our services.
- If you're not satisfied, notify us within 3 days of collection. Where reasonable, one complimentary adjustment may be offered if the garment hasn't been worn or further altered.

Garment Collection

- Garments should be collected within 7 days of notification.
- After 30 days and reasonable attempts to contact you, items may be donated, sold, or disposed of.

Liability

- We take the utmost care with all garments. In the rare case of damage caused by us, liability is limited to the cost of repair or the alteration service.
- We are not liable for:
 - Damage due to delicate fabrics, embellishments, or structural flaws
 - Fit issues arising from original garment faults or customer-provided measurements

Privacy

- We process personal data in accordance with the UK GDPR. Your data will never be shared unnecessarily and is used only to provide our services.

General

- These Terms are governed by English law.

- We reserve the right to update these Terms. The latest version will always be available on our website.

By using our services, you confirm that you have read and accepted these Terms and Conditions.

Website Use Disclaimer

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If you have any questions about our terms, please get in touch before booking.

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