



Basia Rose, LLC

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Basia Rose, LLC

Business Policy

UPDATED SEPTEMBER 2024

Here at Basia Rose Designs located inside Rosebud Boutique MKE, we take pride in the work that we do. It is very important that the projects are completed on time, & our clients are happy. To accomplish these goals, we have a certain criteria that we follow. We will only accept projects that Basia Rose Designs is able to successfully complete in a timely manner. This guarantees that Rose Buds will be able to attend their events in a timely fashion.

Clients are encouraged to read the Business Policy, and ask any questions they have regarding policies and procedures.

Custom Design

All consultations are billed at \$100 and due at the consultation. The \$100 will go towards your bill and is non refundable. Price and design will be invoiced through email. Rush fees are applied to anything needed less than 6 weeks and must be paid at the consultation.

Payment plans are available to order that doesn't require a rush fee. Rose Buds (clients) are responsible for the cost of their own fabrics. Fabrics are selected and purchased by the designer based on the desired outcome and budget. Exact fabrics are not always available. We do not duplicate designs.

Custom orders take time and may require multiple appointments. Please arrive on time or give an advance notice. 15 minutes late will require a reschedule. These is a \$20 rebooking fee. To reschedule go online to www.basiarose.com/booking.> Reschedule

During consultation we will discuss the order, review a timeline and take measurements. You will receive an email with details of order. With proper communication we can do make-up fittings if needed. 2 cancellations will deny further service, services will be void and no refund will be given. Remaining deposit is due during pick up on the promised date. Any changes in the order or timeline may cause a delay of completion. Designers are not responsible for rebooking or cancellations on the behalf of client.

During the designing process if there is any form of disrespect, or misunderstanding due to not reading the business policy– under the Designer's discretion you may be denied further service. There are no refunds on custom orders after the process has started. Any Changes whatsoever may also change the completion date. Final fitting is required. For any reason a person can not do a final fitting: a pick up waiver must be signed. Understand that custom design sales are final, any additional alterations after leaving with garment will cost.



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Alterations

We specialize in alterations for most Bridal, Formal Gowns, Suits, General Resizing of jeans & tee shirts and every day garments. Button replacements. (All \$20 minimum)

We do not print, embroidery, zipper repairs or do upholstery.

\$20 deposit is due during initial meeting

Clients are responsible for communicating exactly what is expected but be open to seamstress suggestions.

All alterations are verified before leaving the initial appointment.

Remaining balance is due during pick up.

Rush fee is \$20 per garment needing alterations a week or less.

Understand that alteration sales are final, any additional alterations after leaving with garment will cost. There are no refunds on alterations.

Bridal Alteration Consultation

Must be booked 3 months prior to the wedding date to avoid a \$150 rush fee.

Consultations are billed at \$50 and will go toward alterations. We will come up with a time to start the alterations during the consultation, alterations must be paid in full before starting.



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Cost and Fees

- **Consultation Deposit- \$100 per person**
 - **Alteration Deposit- \$20**
 - **Bridal Alterations Deposit- \$50**
- **Custom Designs Rush Fee Needed Less than 6 weeks \$100+**
 - **Alterations Rusg Fee Needed less than a week \$20+**
 - **Bridal Alterations booked less than 3 months \$150**
- **\$20 rebooking fee- 15 minutes late for appointment or rescheduling after 10am same day.**
 - **Pick-ups fees (if not paid in full)**
 - **a week (7 days) after the promise \$15**
 - **Every7 days after that will add a \$50 late fee**
 - **Drop off or on site appointments are an additional \$10**

Changes after agreement will be cost additional (by alteration and cost of fabric, time labor etc.).

All orders must be picked up within 30 days of completion or paid in full We will not hold responsibility on items not picked up within 30 days.



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Basia Spencer- Lead Designer

262-349-6204

Visit By Appointment Only

7441 West Greenfield Ave

Custom Design Options and Pricing

Does not include Materials

Birthday Dresses \$350+

Blazer Jackets \$500+

Gowns \$950+

Please know :

with premade gowns sizes 00-26 are sold in side of the boutique (Rose Bud Boutique MKE) startings at \$40 and alterations are available if needed.



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Boutique Return Policy

- Complimentary exchanges & returns within 7 days to items in store.
A 30% restocking fee applies to all orders.*
- Item in perfect & sellable condition. No perfumes, or body odors
 - Original packaging and tagging.
 - Original invoice, or receipts
- No exchanges and returns for personalized items, items with alterations, consultation fee or custom designs.
- Lingerie cannot be returned or exchanged for sanitary reasons.
- Afterpay or similar payment /purchases may only be exchanged or returned for a full refund at our online store.

ONLINE

***Please request returns within 7 days of delivery. A 30% restocking fee applies for refunds of online orders. Exchanges are available with no restocking fee, but only for size changes and can be done once.**