

Salon Purchase Agreement

Standard Terms, Conditions, and Merchandise Policies



Customer Name:		Contract Date:	
Phone Number:		Wedding/Event Date:	
Email Address:		Consultant Name:	

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE SIGNING. BY EXECUTING THIS DOCUMENT, YOU AGREE TO BE LEGALLY BOUND BY ALL TERMS, CONDITIONS, AND SALON POLICIES DETAILED BELOW.

1. MERCHANDISE DESCRIPTION & DETAILS

The customer agrees to purchase the specific item(s) detailed below. All details, including designer name, style number, color selection, and ordered size, have been reviewed and approved by the customer prior to ordering.

Style Number/Designer	Color	Size	Quantity	Price

Measurements for attire purchase:_____

I acknowledge and agree to the sizing above, suggested by the stylist. I acknowledge my attire will not be made to order per my specific measurements (unless stated) and may require alterations.

CUSTOMER SIGNATURE_____

2. PAYMENT POLICY & ALL SALES ARE FINAL

2.1 Strict No-Refund Policy: The customer explicitly acknowledges and agrees that ALL SALES ARE FINAL. Once this contract is signed and/or a payment or deposit is processed, there are absolute cancellations, refunds, returns, exchanges, or transfers of store credit allowed under any circumstances. This policy applies uniformly to all merchandise, including custom-ordered gowns, special orders, sample gowns, off-the-rack purchases, veils, headpieces, jewelry, and accessories.

2.2 Event Cancellation or Changes: The customer's obligation to pay the full balance of the purchase price remains fully enforceable regardless of changes to the wedding/event details, including but not limited to: postponement, complete cancellation of the wedding or event, relationship dissolution, changes in personal taste, pregnancy, or venue adjustments.

2.3 Deposit and Balance Requirements: Balances must be paid in full at the time of purchase. Merchandise will not be released from the salon premises, shipped, or altered until the account balance is paid in full.

3. SIZING, MEASUREMENTS, & BODY FLUCTUATIONS

3.1 Measurement Responsibility: Gowns and formal wear are ordered according to the manufacturer's standardized size charts based strictly on the measurements taken or verified on the date of this agreement. The salon staff will assist in recommending a size, but the final selection and approval of the ordered size rests entirely with the customer. The customer understands that bridal sizing runs significantly different from standard commercial street sizing.

3.2 Physical Alterations and Weight Changes: The salon assumes absolutely no responsibility or financial liability for custom-ordered gowns that do not fit perfectly upon arrival due to subsequent physical changes in the customer's body, including but not limited to weight loss, weight gain, muscle mass fluctuations, pregnancy, surgery, or posture changes. Gowns are not custom-made to a customer's specific exact measurements unless explicitly noted and paid for as a custom design tier.

4. ALTERATIONS POLICY

4.1 Alterations Excluded: Unless explicitly itemized in writing on the receipt, alteration services are NOT included in the purchase price of the gown or merchandise. Alterations are treated as an independent, optional service subject to additional fees based on the complexity and scope of the work requested.

4.2 Independent Contractors & Third Parties: If the salon facilitates or recommends an independent seamstress or tailor, the customer acknowledges that such individuals operate as independent contractors. The salon is not liable for any actions, delays, disputes, damages, or workmanship defects caused by external tailoring providers.

5. MANUFACTURER VARIATIONS, SHIPPING, & DELAYS

5.1 Dye Lots and Minor Variations: The customer accepts that there may be slight variances in dye lots, fabric texture, lace placement, beading patterns, and trim elements between the sample gown viewed in-store and the final delivered item, as many textiles are dyed and hand-crafted in separate production cycles. These variations do not constitute product defects.

5.2 Manufacturer Delays and Force Majeure: Shipping and delivery dates provided by the salon are estimates given in good faith based on current manufacturer lead times. The salon is not liable for delivery delays resulting from manufacturing shortages, international customs clearance, transit delays, labor disruptions, or acts of God (e.g., natural disasters, pandemics, extreme weather events).

6. INSPECTION, ACCEPTANCE, & STORAGE

6.1 Final Physical Inspection: The customer, or an authorized representative designated by the customer in writing, agrees to perform a comprehensive physical inspection of the merchandise immediately upon pickup or delivery. Signing the final pickup receipt constitutes formal legal acceptance of the item in pristine, flawless condition. The salon will not accept liability for any damages, pulls, tears, stains, or missing components discovered after the merchandise has left the salon premises.

6.2 Storage and Abandonment Fees: The salon will store the purchased merchandise free of charge for up to thirty (30) calendar days following notification of arrival. Any merchandise left uncollected within ninety (90) calendar days past the specified wedding/event date without prior written storage arrangements shall be deemed legally abandoned. The salon reserves the absolute right to forfeit the merchandise, retain all monies paid as liquidated damages, and resell or dispose of the item with no further notice or liability to the customer.

7. LIMITATION OF LIABILITY

7.1 Cap on Liability: In the rare event that the salon breaches this agreement, fails to deliver the ordered merchandise, or causes physical damage to the item while in its possession due to negligence, fire, theft, or casualty, the salon's maximum aggregate financial liability to the customer is strictly capped and limited to the total monetary amount actually paid by the customer to the salon for the specific item in question. The salon shall not be liable for any indirect, incidental, consequential, punitive, or emotional distress damages (including travel expenses or wedding re-scheduling costs) under any legal theory.

8. GOVERNING LAW & DISPUTE RESOLUTION

This agreement shall be governed, interpreted, and enforced in accordance with the laws of the State of Michigan, without regard to its conflict of law principles. Any legal actions, proceedings, or claims arising out of or relating to this contract must be brought exclusively in the courts located in the County of Oakland, State of Michigan.

Should the salon be forced to retain legal counsel or initiate collection efforts to enforce the provisions of this agreement or collect an outstanding balance, the salon shall be entitled to recover all reasonable attorney's fees, court costs, and associated collection expenses from the customer.

9. ENTIRE AGREEMENT & ACKNOWLEDGEMENT

This document, together with the official sales receipt, constitutes the entire and exclusive agreement between the parties, superseding all prior oral or written representations, advertising, or discussions. No modifications or amendments to this agreement shall be valid unless executed in writing and signed by both the salon owner/ manager and the customer.

BY SIGNING BELOW, THE CUSTOMER CERTIFIES THAT THEY ARE AT LEAST 18 YEARS OF AGE,
HAVE READ AND FULLY UNDERSTAND EVERY PAGE OF THIS PURCHASE AGREEMENT, AND
VOLUNTARILY AGREE TO BE BOUND BY ALL TERMS AND POLICIES STATED HEREIN.

CUSTOMER SIGNATURE _____ DATE _____

SALON REPRESENTATIVE SIGNATURE _____ DATE _____