CAREW COUTURE

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Welcome

Thank you for choosing Carew Couture.

Every garment we create is handcrafted with precision, care, and an unwavering commitment to excellence. As a luxury bespoke fashion house, we are dedicated to delivering garments that reflect exceptional craftsmanship, professionalism, and attention to detail.

To ensure a seamless experience for both our Clients and our Company, we have established the following policies. These policies are designed to provide clarity, protect both parties, and maintain the high standards for which Carew Couture is known.

By placing an order, making payment, approving a design, or accepting delivery of a garment, the Client acknowledges that they have read, understood, and agreed to be bound by the policies contained in this Manual.

Our Story

Carew Couture was founded in 2013 from a passion for creating garments that make people feel confident, beautiful, and unforgettable.
What began as a dream has grown into a respected bespoke fashion house serving clients across the globe. Our journey has been built through consistency, creativity, and an unwavering commitment to excellence.
From the very beginning, our inspiration has always been people. We believe fashion should celebrate every body type, every personality, and every milestone.
Every garment reflects the beauty of Nigerian craftsmanship while embracing timeless international luxury.

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Our Mission

To become one of the world’s leading bespoke couture brands by consistently delivering exceptional craftsmanship, luxury experiences, and timeless designs.

Our Vision

To redefine bespoke fashion by creating garments that inspire confidence, celebrate individuality, and leave lasting memories.

Our Values

Everything we do is guided by our core values:

Integrity

We believe in honesty, transparency, and professionalism throughout every stage of production.

Excellence

We never compromise on quality and continually strive to exceed expectations.

Craftsmanship

Every garment is handcrafted with patience, skill, and attention to detail.

Client Satisfaction

Your experience matters just as much as your finished garment.

Innovation

We continuously evolve our designs while maintaining timeless elegance.

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Our Couture Process

Every bespoke garment follows a carefully structured process designed to ensure the highest level of quality and client satisfaction.

Step 1 — Consultation

Your journey begins with a consultation where we discuss your occasion, inspiration, preferred style, budget, timeline, and expectations.
This meeting allows us to understand your vision while offering professional advice on what will best complement your body shape and event.
Please note that advice and suggestions are only during **PAID** consultations, Consultations do not automatically commence production.

Step 2 — Payment

Deposit is made after consultation or enquiry, this enables us commence with the order(s) effectively to avoid any future/further delays.

Step 3 — Design Development

Based on your consultation, our design team develops sketches and creative concepts tailored specifically to you.
These sketches are shared for your review and approval before production begins.
Production only starts once the final design has been approved.

Step 4 — Measurements

Accurate measurements are one of the most important parts of bespoke tailoring.
Measurements are taken either in person, Virtually or submitted remotely following our measurement guidelines.
Clients are responsible for ensuring submitted measurements are accurate.

Step 5 — Fabric Selection

We carefully select fabrics, embellishments, lace, and accessories that best suit your approved design.
Where fabrics are sourced specifically for your order, slight variations may occur due to supplier availability while maintaining the overall design aesthetic.

Step 6 — Production

Once approvals, measurements, and required payments have been completed, our artisans begin crafting your garment.
Every stage is completed by skilled professionals who specialise in couture construction, finishing, and detailing.

Step 7 — Progress Updates

Depending on your project timeline, we provide updates during production to keep you informed of your garment's progress.
This helps maintain transparency while ensuring every stage meets our quality standards.

Step 8 — Fittings

Where applicable, fittings allow us to refine the garment for the perfect fit.
Additional adjustments are completed before final finishing.
Remote clients may be guided virtually where necessary.

Step 9— Final Quality Inspection

Before delivery, every garment undergoes a comprehensive quality inspection.
Our team carefully examines construction, embellishments, finishing, fit, and overall presentation to ensure it meets Carew Couture's standards.

Step 10 — Delivery

Once your garment has successfully passed quality inspection, it is professionally packaged and prepared for collection or shipping.
Our goal is for every client to receive their garment beautifully presented and ready to wear.

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Definitions

For the purpose of this Manual:

Company refers to Carew Couture.

Client refers to the individual placing an order with Carew Couture.

Garment refers to every item designed, produced, altered, or supplied by Carew Couture.

Approval refers to any written confirmation given by the Client, including confirmations made via WhatsApp, email, text message, or any other communication platform approved by Carew Couture.

Business Day refers to Monday to Friday, excluding Public Holidays.

International Client refers to any Client who is unable to attend physical consultations or fittings at Carew Couture.

Understanding Bespoke Couture

Every Carew Couture garment is individually handcrafted and made specifically for one Client.

Unlike ready to wear clothing, bespoke garments are created using individual measurements, carefully selected fabrics, manual craftsmanship, and multiple stages of production. As a result, no two garments are ever exactly alike.

Reference images, celebrity designs, Pinterest inspirations, and Artificial Intelligence generated concepts are intended to communicate ideas and aesthetic direction. They are not production drawings and cannot always be replicated exactly due to differences in fabric, body proportions, construction methods, embellishments, and craftsmanship.

Our commitment is not mass production.

Our commitment is excellence.

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Consultation Policy

Consultations are an opportunity to discuss ideas, understand your vision, explore design possibilities, and receive professional guidance. It is important to know we have paid consultations, where we advice and sugges.

Attendance at a consultation does not create an obligation for either party to proceed with production.

Production will only commence after all required approvals, measurements, and payments have been completed.

Appointment Policy

Consultations and fittings are strictly by appointment.

Appointment times are reserved exclusively for each Client. We kindly ask Clients to arrive on time to ensure that every appointment receives the attention it deserves.

Where a Client arrives significantly late, the appointment may be shortened or rescheduled.

Repeated missed appointments without prior notice may affect production timelines.

Budget and Design Adjustment Policy

Where a Client’s preferred design exceeds the approved budget, Carew Couture may recommend appropriate design or fabric adjustments while preserving the overall aesthetic.

The Company reserves the right to decline requests that cannot reasonably be achieved within the approved budget.

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Design Inspiration Policy

Clients are welcome to provide inspiration images to communicate their preferred style and overall vision.

All inspiration images are treated as creative references only.

Every Carew Couture garment is individually interpreted to suit the Client's measurements, body proportions, selected fabrics, craftsmanship standards, and couture construction techniques.

Exact replication of any design is neither guaranteed nor encouraged, as every garment is uniquely made for the individual Client.

Design Decision Policy

Clients are encouraged to make all design decisions carefully before approving production.

Repeated changes resulting from uncertainty, indecision, or differing opinions from family members, friends, or third parties may delay production and attract additional charges.

Once a design has been approved, it shall be treated as final.

Artificial Intelligence Generated Images Policy

Artificial Intelligence generated images are accepted as inspiration only.

Clients acknowledge that AI generated images often contain unrealistic body proportions, digitally simulated fabrics, exaggerated draping, impossible garment construction, and artistic effects that cannot be recreated using physical couture techniques.

While Carew Couture will make every reasonable effort to capture the overall design direction and aesthetic, the final garment will always be produced using real fabrics, professional tailoring methods, and practical construction techniques.

Differences between an AI generated concept and the finished garment shall not be regarded as a production defect or grounds for a refund.

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Design Approval Policy

Before production begins, Clients will be given the opportunity to review and approve their design concept, fabric selection, embellishment details, colour choices, and other relevant specifications.
Approvals may be given through WhatsApp, email, or any other written communication platform recognised by Carew Couture.
Once approval has been received, production will commence.
Any changes requested after approval may attract additional charges and revised production timelines.
Where production has progressed beyond the requested stage, Carew Couture reserves the right to decline the requested changes.

Quotation Policy

All quotations are prepared using the information provided during consultation.

Quotations remain valid for the period stated and may be revised where material costs, exchange rates, labour costs, or design specifications change before payment is received.

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Pricing Policy

Pricing reflects the complexity of the design, fabric selection, embellishments, craftsmanship, labour, and production requirements.

Prices are confirmed only after the final design and material selections have been approved.

Pinterest and Social Media Inspiration Policy

Images obtained from Pinterest, Instagram, TikTok, magazines, websites, or other online platforms are intended to communicate design preferences only.

Many online images are professionally styled, digitally edited, or photographed under specialised lighting conditions.

The final appearance of every garment will depend on fabric selection, embellishment availability, body proportions, tailoring techniques, and craftsmanship.

Carew Couture does not guarantee an exact replica of any online image.

Exchange Rate Policy

Where payments are made in foreign currency, applicable exchange rates at the time of payment shall apply.

Carew Couture reserves the right to revise quotations where significant exchange rate fluctuations occur before payment is received.

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Payment Policy

An initial payment of 80% is required before production begins.

Production slots are reserved only after the required payment has been received and confirmed.

The remaining balance must be paid in full before collection or dispatch of the completed garment.

Payments made towards bespoke garments are non refundable once production has commenced.

Production Commencement Policy

Production will commence only after all of the following have been completed:

- Consultation
- Design Approval
- Measurement Confirmation
- Fabric Approval
- Required Deposit Payment

Failure to complete any of the above requirements may delay the commencement of production and affect the projected delivery date.

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Creative Direction Policy

Clients engage Carew Couture not only for our craftsmanship but also for our professional creative expertise.

Where appropriate, we may recommend modifications to improve fit, comfort, durability, fabric suitability, or the overall appearance of a design.

These recommendations are made in the Client's best interest and reflect our professional experience.

The final decision remains with the Client unless the requested design cannot reasonably be executed while maintaining Carew Couture's quality standards.

Celebrity Inspiration Policy

Clients may request garments inspired by celebrity looks.

Celebrity garments are often produced using exclusive fabrics, multiple fittings, specialised production teams, custom embellishments, and significantly larger production budgets.

Carew Couture will create a garment inspired by the approved design while adapting it to the Client's measurements, selected materials, and agreed budget.

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Design Uncertainty Policy

Clients are encouraged to finalise their design before production begins.

Where a Client remains uncertain or requires additional time to make design decisions, Carew Couture may recommend postponing production until all major decisions have been confirmed.

Measurement Policy

Accurate measurements are essential to the success of every bespoke garment.

Where measurements are taken by Carew Couture in person, we accept responsibility for ensuring they are recorded accurately.

Where measurements are supplied by the Client or a third party, the Client accepts responsibility for their accuracy.

Clients are responsible for informing Carew Couture of any significant body changes before production begins.

Failure to do so may affect the fit of the completed garment.

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Measurement Validity Policy

Measurements remain valid for 30 days unless production has already commenced.

Where production begins after this period, Carew Couture reserves the right to request updated measurements before continuing production.

International Client Measurement Policy

We proudly serve Clients across the world.

Clients who are unable to attend physical consultations or fittings are required to provide accurate measurements using our approved measurement guide or through a qualified local tailor.

As physical fittings cannot be conducted, International Clients acknowledge that minor alterations may occasionally be required after delivery.

By proceeding with an international order, the Client accepts this possibility.

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Virtual Measurement Disclaimer

Measurements submitted virtually are based entirely on the information provided by the Client.

Although Carew Couture provides guidance throughout the measurement process, we cannot physically verify measurements submitted remotely.

Carew Couture shall not be responsible for fitting issues resulting from inaccurate measurements supplied by the Client or any third party.

Celebrity Inspiration Policy

Clients may request garments inspired by celebrity looks.

Celebrity garments are often produced using exclusive fabrics, multiple fittings, specialised production teams, custom embellishments, and significantly larger production budgets.

Carew Couture will create a garment inspired by the approved design while adapting it to the Client’s measurements, selected materials, and agreed budget.

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Fabric Availability Policy

Fabric availability is subject to supplier stock and market conditions.

Where an approved fabric becomes unavailable, Carew Couture reserves the right to recommend the closest suitable alternative while maintaining the integrity of the design.

Fabric Selection Policy

Clients are encouraged to select fabrics carefully during the consultation process.

Where Carew Couture sources fabric on behalf of the Client, every reasonable effort will be made to obtain the approved quality, texture, and colour.

Once fabrics have been purchased specifically for a Client, they cannot be returned, exchanged, or refunded.

Abandoned Order Policy

Where a Client becomes unreachable for more than 90 consecutive days, Carew Couture reserves the right to close the order.

Where production resumes after this period, revised pricing, production schedules, fabric availability, and material costs may apply.

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Fabric Behaviour Policy

Different fabrics behave differently depending on their weight, weave, texture, stretch, and composition.

The same design may appear differently when produced in different fabrics.

Carew Couture will advise where a selected fabric may not achieve the desired result and recommend a more suitable alternative where necessary.

Colour Variation Policy

Slight colour variations may occur due to fabric dye lots, lighting conditions, photography, and digital screen displays.

Colours viewed on phones, tablets, or computers may differ from the actual fabric.

Carew Couture will always make every reasonable effort to achieve the closest possible colour match.

Fabric Characteristics Policy

Certain luxury fabrics naturally wrinkle, soften, stretch, drape, or relax with wear.

These characteristics are normal properties of the fabric and shall not be regarded as production defects.

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Written Communication Policy

To avoid misunderstandings, Carew Couture relies on written communication for approvals, pricing, design changes, timelines, and other major production decisions.

Approvals and instructions communicated through WhatsApp, email, or any other approved written platform shall be regarded as valid and binding.

Verbal discussions that are not confirmed in writing shall not be relied upon for production decisions.

Professional Advice Policy

Clients engage Carew Couture not only for our craftsmanship but also for our professional expertise.

Where Carew Couture advises against a particular design choice, fabric selection, embellishment, or construction method based on professional experience, the Client accepts responsibility for any outcome resulting from their decision to proceed against such advice.

Production Timeline Policy

Estimated production timelines are provided at the time an order is confirmed.

While every effort is made to complete garments within the estimated timeframe, timelines may be adjusted due to production complexity, fabric availability, Client delays, unforeseen circumstances, or events beyond our reasonable control.

Production timelines begin only after all production requirements have been satisfied.

Client Communication Policy

Carew Couture is committed to keeping Clients informed throughout the production process.

We aim to respond to enquiries within 24 business hours.

Messages received outside business hours, on weekends, or on Public Holidays will be attended to during the next business day.

Repeated follow up messages within the response period will not result in a faster response.

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Communication Hours Policy

Our business hours are:

Monday to Friday
9:00 a.m. – 9:00 p.m.

Saturday
10:00 a.m. – 7:00 p.m.

We are closed on Sundays and Public Holidays unless otherwise communicated.

Messages received outside these hours will be responded to during the next business day.

Client Responsibility Policy

The success of every bespoke garment is a shared responsibility between Carew Couture and the Client.

Clients are expected to provide accurate information, make payments on time, approve designs promptly, attend scheduled fittings where applicable, and communicate any changes that may affect production.

Failure to fulfil these responsibilities may affect production timelines and the final outcome of the garment.

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Event Date Responsibility Policy

Clients are responsible for providing the correct event date before production begins.

Where an incorrect event date is provided or the event date changes after production has commenced, Carew Couture cannot guarantee accommodation of the revised timeline.

The Company shall not be responsible for losses arising from incorrect or amended event dates provided by the Client.
Client Delay Policy

Where a Client delays providing measurements, approvals, payments, fabric selections, or any information required for production, Carew Couture reserves the right to revise the estimated delivery timeline.

The Company shall not be held responsible for delays resulting from late Client responses or outstanding requirements..

Silent Client Policy

Where a Client becomes unreachable during production for more than 14 consecutive days, Carew Couture reserves the right to suspend production until communication resumes.

Any resulting adjustment to the production schedule shall not be considered a delay on the part of the Company.

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Communication Hours Policy

Our business hours are:

Monday to Friday
9:00 a.m. – 9:00 p.m.

Saturday
10:00 a.m. – 7:00 p.m.

We are closed on Sundays and Public Holidays unless otherwise communicated.

Messages received outside these hours will be responded to during the next business day.

Client Responsibility Policy

The success of every bespoke garment is a shared responsibility between Carew Couture and the Client.

Clients are expected to provide accurate information, make payments on time, approve designs promptly, attend scheduled fittings where applicable, and communicate any changes that may affect production.

Failure to fulfil these responsibilities may affect production timelines and the final outcome of the garment.

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Production Pause Policy

Production may be paused where delays arise from:

• Outstanding payments

• Delayed approvals

• Conflicting instructions

• Client indecision

• Failure to provide required information

Production will resume only after all outstanding matters have been resolved.

Revised production timelines shall apply where necessary.

Single Point of Communication Policy

To ensure accuracy, accountability, and efficiency, each order shall have one designated decision maker.

Carew Couture communicates directly with the Client throughout the production process.

Where a Client wishes to appoint another individual to communicate on their behalf, only one authorised representative may be nominated in writing before production begins.

To avoid confusion and conflicting instructions, Carew Couture will not communicate with multiple family members, friends, assistants, or third parties regarding the same order.

Where conflicting instructions are received from different individuals, production may be suspended until written clarification is received from the Client.

Any delay resulting from conflicting instructions shall not be considered a delay on the part of Carew Couture.

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Authorized Representative Policy

Where a Client appoints another individual to communicate, attend fittings, approve designs, or collect garments on their behalf, such appointment must be made in writing.

Once appointed, instructions, approvals, and decisions given by the authorised representative shall be deemed to have been given by the Client.

Third Party Communication Policy

To protect Client privacy and ensure clear communication, Carew Couture will not discuss orders, pricing, measurements, production updates, fittings, delivery dates, or any confidential information with family members, friends, spouses, bridal parties, assistants, stylists, or any other third party unless authorised in writing by the Client.

Additional Work Policy

Any request made after production has commenced which falls outside the original scope of work shall be treated as additional work.

Additional work may attract additional charges and revised production timelines.

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Rush Order Policy

Rush orders are accepted solely at the discretion of Carew Couture and are subject to production capacity.

Approval of a rush order may attract an expedited service fee.

Production shall not commence until the applicable payment has been received.

Emergency Order Policy

Emergency orders requiring exceptionally short turnaround times will only be accepted where production capacity allows.

Additional charges shall apply.

Carew Couture reserves the right to decline emergency orders where quality standards may be compromised.

Production Priority Policy

Orders are processed according to confirmed production schedules.

Clients may not request that their order be moved ahead of existing confirmed orders unless a Rush Order or Emergency Order has been formally approved.

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Fitting Policy

Physical fittings form an essential part of the bespoke process.

Clients are expected to attend all scheduled fittings promptly.

The standard fitting process consists of:

- Base fitting
- Intermediate fitting
- Final fitting

Additional fittings may be scheduled where necessary.

If someone decided they do not want a physical fitting it at their own descration

Missed Fitting Policy

Failure to attend scheduled fittings may affect both the fit of the garment and the agreed delivery timeline.

Carew Couture shall not be responsible for fitting concerns arising from missed, delayed, or cancelled fittings.

Emergency Order Policy

Emergency orders requiring exceptionally short turnaround times will only be accepted where production capacity allows.

Additional charges shall apply.

Carew Couture reserves the right to decline emergency orders where quality standards may be compromised.

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Design Change Policy

Requests to change a design after production has commenced are subject to approval.

Approved changes may attract additional charges, require additional materials, and extend the production timeline.

Where production has progressed beyond the stage at which the requested change can reasonably be accommodated, Carew Couture reserves the right to decline the request.

Final Approval Policy

Where applicable, Clients shall be given the opportunity to review and approve their completed garment before collection or dispatch.

Once approval has been given, only genuine production concerns reported in accordance with this Manual shall qualify for review.

Quality Control Policy

Every garment produced by Carew Couture undergoes a comprehensive quality inspection before collection or dispatch.

Our quality inspection includes, but is not limited to:

- **Measurement verification**
- **Stitching inspection**
- **Beading inspection**
- **Finishing inspection**
- **Fabric inspection**
- **Pressing and ironing**
- **Removal of loose threads**
- **Removal of pins**
- **Removal of tailor's chalk, pencil, and other production markings**
- **Cleanliness and presentation**

Only garments that satisfy the Carew Couture Standard are approved for delivery.

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Weight Gain and Weight Loss Policy

Every garment is produced using the measurements approved before production begins.

Clients are responsible for maintaining their body measurements throughout the production period.

Where significant weight gain or weight loss occurs after measurements have been approved, Carew Couture shall not be responsible for any resulting fitting adjustments.

Where possible, alterations may be offered at an additional cost.

Pregnancy Policy

Clients are encouraged to notify Carew Couture immediately where pregnancy or any significant body change may affect the fit of their garment.

Where such changes occur after production has commenced, additional alterations may be required at the Client's expense.

Garment Inspection Policy

Clients are encouraged to inspect their garments upon collection.

Where garments are shipped, Clients are encouraged to inspect them immediately upon delivery and notify Carew Couture of any genuine production concerns within the period specified under the Complaints Resolution Policy.

Acceptance of a garment confirms that it has been received in satisfactory condition, subject to any agreed post-delivery alterations.

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Delivery Policy

Carew Couture will make every reasonable effort to complete and deliver garments within the estimated production timeline communicated at the commencement of the order.

Estimated delivery dates are provided in good faith and may be affected by Client delays, design changes, fabric availability, supplier delays, courier delays, customs procedures, or other unforeseen circumstances beyond our control.

Carew Couture shall not be liable for losses arising from delays caused by circumstances outside the Company's reasonable control.

Collection Policy

Clients will be notified once their garments are ready for collection.

All outstanding balances must be settled in full before any garment is released.

Clients are encouraged to collect their garments promptly upon notification.

Carew Couture reserves the right to request valid identification before releasing garments where necessary.

Shipping Policy

Shipping is available upon the Client's request and at the Client's expense unless otherwise agreed.

Once a garment has been handed over to the courier, delivery timelines become the responsibility of the shipping provider.

Carew Couture will provide shipment details and reasonable assistance in tracking deliveries but shall not be responsible for delays caused by courier services.

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Customs and Import Duties Policy

International Clients are solely responsible for all customs duties, taxes, import charges, clearance fees, and any other government imposed charges applicable within their country.

These charges are separate from the garment price and shipping fees unless expressly stated otherwise.

Lost Parcel Policy

Where a shipment is delayed or lost during transit, Carew Couture will cooperate fully with the courier to facilitate an investigation.

Any compensation relating to loss or damage shall be subject to the courier's terms, insurance coverage, and investigation process.

Carew Couture shall not be responsible for parcels lost or damaged after they have been handed over to the courier.

Garment Storage Policy

Completed garments should be collected within 30 days of notification.

Garments remaining uncollected after this period may attract storage charges.

While every reasonable effort will be made to preserve garments during storage, Carew Couture shall not be responsible for deterioration resulting from prolonged storage beyond the recommended collection period.

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Storage Before Event Policy

Clients who choose to collect their garments several weeks or months before their event are responsible for ensuring that the garments are properly stored.

Carew Couture shall not be responsible for damage, staining, wrinkling, body changes, or any deterioration occurring after collection.

Packaging Policy

Every garment is carefully prepared and packaged before collection or dispatch.

Packaging is designed to protect the garment during transportation and storage.

Minor creasing caused by folding or transportation shall not be regarded as a production defect.

Alteration Policy

Where an alteration is required due to a confirmed production error by Carew Couture, the Company will rectify the issue at no additional cost.

Where alterations become necessary due to inaccurate measurements supplied by the Client, weight changes, pregnancy, body changes, preference changes, or any circumstance beyond the Company's control, the cost of such alterations shall be borne by the Client.

International Clients are expected to make reasonable provision for minor alterations by a qualified local tailor where necessary.

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Reasonable Alteration Expectation Policy

For Clients outside Nigeria, bespoke garments should not be considered defective simply because a minor alteration is required after delivery.

As physical fittings are not possible for International Clients, minor adjustments by a local tailor may occasionally be necessary to achieve the desired fit.

Such adjustments are considered a normal part of international bespoke garment production and shall not constitute grounds for a refund, remake, or complaint.

Third Party Alteration Policy

Once a garment has been altered, repaired, adjusted, or modified by another tailor, designer, or service provider, Carew Couture shall no longer accept responsibility for the garment.

Any warranty or responsibility relating to the original garment shall cease immediately upon third party alteration.

Production Error Policy

Where Carew Couture confirms that a garment contains a genuine production error resulting directly from our workmanship, the Company shall determine the most appropriate remedy.

Such remedies may include repair, alteration, partial remake, full remake, or another appropriate solution at the sole discretion of Carew Couture.

Refunds shall not automatically apply where a production error exists.

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Refund Policy

Every Carew Couture garment is custom made specifically for each Client.

By making payment, the Client acknowledges that fabrics are purchased, production time is reserved, and resources are allocated specifically for their order.

Accordingly, all payments made after production has commenced are non refundable.

Refund requests arising from inaccurate measurements supplied by the Client, body changes, pregnancy, delayed approvals, changes of mind, event cancellations, preference changes, or any circumstance beyond the Company's control shall not be approved.

Where a genuine production error is confirmed, Carew Couture reserves the sole discretion to repair, alter, remake the garment, issue store credit, or provide another appropriate remedy.

Returns Policy

Due to the bespoke nature of our garments, returns are not accepted except where Carew Couture confirms a genuine production error.

Requests for review must be made within the period specified under the Complaints Resolution Policy.

Exchange Policy

As every garment is custom made for an individual Client, exchanges are not available.

Exceptions may only be considered at the sole discretion of Carew Couture.

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Luxury Garment Care Policy

Every Carew Couture garment is handcrafted using carefully selected luxury fabrics and couture techniques.

Clients are encouraged to handle their garments with care and follow all garment care recommendations provided upon collection or delivery.

Proper storage and professional garment care will significantly extend the life of the garment.

Professional Cleaning Policy

Carew Couture recommends that all garments be cleaned only by experienced professional dry cleaners familiar with luxury garments.

The Company shall not be responsible for damage resulting from improper washing, dry cleaning, ironing, stain removal, or other cleaning methods after delivery.

Care Instructions Disclaimer

Carew Couture shall not be responsible for damage resulting from improper storage, excessive heat, moisture, perfume stains, chemical exposure, incorrect ironing, or improper garment handling after delivery.

Online Review Policy

We value honest and constructive feedback.

Where a Client has concerns regarding any aspect of our service, we respectfully request the opportunity to investigate and resolve the matter before reviews are published online.

Our goal is always to achieve a fair and professional resolution.

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Respect and Professional Conduct Policy

Carew Couture is committed to treating every Client with courtesy, professionalism, dignity, and respect.

We expect the same courtesy in return.

Abusive language, harassment, intimidation, insults, threats, blackmail, or disrespectful behaviour towards any member of our team will not be tolerated.

Where such behaviour occurs, Carew Couture reserves the right to suspend communication until respectful engagement resumes.

In serious cases, the Company reserves the right to discontinue the business relationship, subject to applicable law and any existing contractual obligations.

Complaints Resolution Policy

All complaints should be submitted in writing together with supporting photographs where applicable.

Complaints relating to production quality must be reported within 7 days of collection or delivery.

Carew Couture aims to acknowledge complaints within 24 business hours and provide a resolution or progress update within 5 to 10 business days, depending on the nature of the concern.

Carew Couture reserves the right to physically inspect the garment before determining the appropriate remedy.

Photography and Media Consent Policy

Carew Couture may photograph completed garments for portfolio, marketing, educational, promotional, or social media purposes.

Clients who prefer that their garments or identity remain private should notify Carew Couture in writing before collection or delivery.

Where such notification is received, the Company will respect the Client’s privacy.

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Fraudulent Chargeback Policy

Clients agree not to initiate chargebacks or payment disputes for bespoke services properly rendered in accordance with the approved design and this Manual.

Where a chargeback is initiated without valid grounds, Carew Couture reserves the right to provide all relevant approvals, invoices, correspondence, production records, photographs, and supporting documentation to the payment provider, financial institution, or relevant authority.

Privacy and Confidentiality Policy

All Client information, including measurements, personal details, event information, order history, and photographs, shall be treated as confidential.

Carew Couture will not disclose Client information to third parties except where authorised by the Client or required by law.

Design Ownership and Intellectual Property Policy

All sketches, illustrations, patterns, design concepts, and creative developments prepared by Carew Couture remain the intellectual property of the Company until full payment has been received.

Unauthorised reproduction, copying, commercial use, or distribution of Carew Couture’s original creative work is strictly prohibited.

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Luxury Handmade Standard Policy

Every Carew Couture garment is individually handcrafted by skilled artisans.

Unlike factory produced garments, bespoke couture involves hand finishing, hand beading, manual construction, pressing, and individual craftsmanship.

Minor variations that do not affect the quality, functionality, or overall appearance of the garment are considered part of the beauty of handmade couture and shall not be regarded as defects.

Force Majeure Policy

Carew Couture shall not be held responsible for delays or failure to perform obligations resulting from circumstances beyond our reasonable control.

These include but are not limited to natural disasters, pandemics, government actions, supplier disruptions, transportation interruptions, civil unrest, strikes, power outages, or other unforeseen events.

Where such events occur, production and delivery timelines may be adjusted accordingly.

Limitation of Liability Policy

Carew Couture’s liability shall be limited to the remedies expressly provided within this Manual.

Under no circumstances shall the Company be liable for indirect, incidental, consequential, or special losses arising from the use of our products or services.

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Client Acceptance

Please read our Client Policy Manual carefully before proceeding with your order.
By proceeding with payment, design approval, measurements, or production after receiving this document, you acknowledge that you have read, understood, and agreed to the policies contained therein.
If you have any questions regarding the policies, please ask our team before proceeding with your order.

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