

BRIDAL HOUSE

& DRESSMAKERS WORKSHOP

Loan Me Programme FAQ

What dresses are in your Loan Me Programme?

At this time, we only have our **wedding dresses** in our Loan Me programme.

How do I place a Loan Me order when I find a gown I want to try on?

It's easy. Just complete the form on the **BOOK AN APPOINTMENT** page on our website, www.bridalhouse.co.im don't forget to include the name/s of up to 3 gowns you would like to try in the comments box. We will then be in touch to discuss processing your order and to arrange a time and date for delivery.

Please note, our Loan me programme is only available to customers on the Isle of Man whose wedding fall within the next 12 months. Bridal House reserves the right to cancel orders without reason. Refund will be given if we cancel your order. We accept card payments over the telephone but unable to accept gift vouchers, cash or cheques at this time.

REALLY IMPORTANT STUFF

Samples must be returned to us in the original condition that you received them in with the tags still on. If samples come back and they're damaged but we can repair them, you'll be charged a fee that's determined by the extent of the damage. However, if the dress is returned and there's no fixing whatever is wrong with it (such as they are dirty, stained, coated in animal hair, or have a strong odour) you'll be responsible for paying the full retail price of the dress.

What is the price to loan a wedding gown?

It's a £20 flat rate for each gown. That includes delivery and collection to you from our showroom.

Can I borrow more than one gown?

Yes! It's important to try on a more than one style to see what might be best for you.

What's the difference between the bridal collections?

Each of our designer collections are of high quality. The big difference is the types of details, fabrics and styling.

Where can you deliver the gowns?

We can deliver gowns to any domestic address on the IOM. Collection must be from the same address and gowns should not be taken to any other place other than the delivery address.

When does my time slot start?

Your 3 hours will begin at the time the gown/s are delivered to your door.

I like the personal attention I get in a showroom. Will I be able to contact someone from Bridal House during this process?

We will be guided by you. A Bridal House stylist will be available to guide you the whole way. Whether you need a little advice about the perfect fit or fabric, we will provide friendly, knowledgeable support on the phone or by Facebook messenger. This is your personal experience so you can feel free to go at your own pace.

What if the gown doesn't fit?

The gown/s you are receiving will be a sample size based on what we have available in store. It may be a bit bigger or smaller just as if you were in our showroom but we can work with you so you can get an idea of what the perfect fit would look like.

I loved my Loan Me dress. How can I buy it?

We're thrilled you love the gown!

Call or send an email to bridalhouse@manx.net to let us know you're ready!

We will then contact you by telephone so that one of our stylists can assist with the correct sizing and take the details of your chosen gown. When you are happy with the order details we will arrange for your Term & Conditions to be sent to you for you to read, complete and return a copy to Bridal House for our records. When we receive your T&C back will call you to arrange payment (50% deposit) by card over the phone.

What happens next?

Place your order! When we have confirmation, we will contact you by email with an estimated delivery date. You will then not hear from us until your gown arrives, however if you have any questions please do not hesitate to contact us 814898 or bridalhouse@manx.net

How long will it take to receive my gown once I place my order?

Bridal gowns are typically special order gowns that require 14-20 weeks to make. Certain styles and sizes are available immediately.