



TERMS AND CONDITIONS

The Cornish Kilt Tailor
Kilt Tailoring and Alteration Services
Padstow, Cornwall, United Kingdom

1. Introduction

These Terms and Conditions apply to all tailoring, garment alteration, repair, and custom fitting services provided by The Cornish Kilt Company ("we", "our", "us"). By leaving a garment with us for alteration or repair, you ("the customer") agree to these Terms and Conditions.

2. Services & Consultations

Initial Consultation

All Tailoring or alteration work begins with an assessment and fitting where required. During this appointment we will:

- Discuss your requested item or required alterations.
- Assess the garment's condition.
- Recommend suitable alterations.
- Discuss further fittings were required.
- Provide an estimated time scales and price where possible.

Customers agree to attend scheduled fittings where requested. Failure to attend or provide accurate fitting information may affect the final result.

If significant changes are requested after work has commenced, additional charges and completion time may apply.

3. Pricing & Payment

Estimates for alterations

Prices quoted are estimates based on the work discussed during consultation. If additional work becomes necessary, you will be informed before it is carried out wherever reasonably possible.

Deposits for bespoke kilts

A **40% non-refundable deposit** is required before any work begins.

The deposit covers materials and some labour.

Mid and Final Payment

The remaining balance must be paid **in full upon collection** of the completed garment. This can be split into two payments, 20% at mid fitting and 20% before collection and final fitting.

Garments will not be released until full payment has been received.

Accepted payment methods:

- Cash
 - Bank Transfer
 - Card (if available)
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4. Collection of Garments

Customers will be notified when garments are ready for collection.

Please collect completed garments within a reasonable period.

5. Unclaimed Garments

Garments not collected within **60 days** of completion (or agreed collection date) will be considered abandoned.

After reasonable attempts have been made to contact the customer, we reserve the right to:

- donate the garment to charity;
- recycle the garment where appropriate; or
- sell the garment to recover storage and administration costs.

No compensation will be payable for garments disposed of after this period.

6. Garment Liability

While every reasonable care is taken with all garments, customers acknowledge that alteration work carries some unavoidable risk.

We are **not liable** for:

- weaknesses in existing fabric;
- deterioration caused by age, wear, previous alterations, moth damage or dry rot;
- colour fading;
- shrinkage;
- hidden damage revealed during alteration;
- damage resulting from poor fabric quality or manufacturer defects.

Certain fabrics, including delicate, vintage or heavily worn materials, may react unpredictably during alteration.

If we believe a garment presents a significant risk, we will advise the customer before proceeding wherever possible.

Our liability for loss or damage caused by our negligence shall not exceed the current market value of the garment immediately before the work was undertaken, except where liability cannot legally be limited under applicable UK law.

7. Alterations After Collection

Customers should inspect garments when collecting them.

If an adjustment is required due to workmanship or fitting, we must be notified within **7 days** of collection.

Where appropriate, we will make reasonable adjustments at no additional charge.

Requests made after seven days may be treated as new alteration work and charged accordingly.

8. Refund Policy

Due to the personalised nature of tailoring and garment alterations:

- **Cash refunds are not provided** once agreed work has been completed.
- If workmanship does not meet the agreed specification, we will assess the issue and, where appropriate, offer a reasonable correction.
- Refunds will only be considered where required by applicable consumer law.

Nothing in these Terms limits your statutory rights under the **Consumer Rights Act 2015**.

9. Customer Responsibilities

Customers are responsible for:

- attending scheduled fittings;
 - providing accurate sizing information;
 - informing us of any special requirements;
 - checking garments upon collection;
 - collecting garments promptly.
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10. Completion Times

Estimated completion dates are provided in good faith but are not guaranteed.

Completion times may vary due to:

- additional fitting requirements;
- supplier delays;
- illness;
- unforeseen circumstances;
- customer-requested changes.

We will notify customers as soon as reasonably practicable if delays occur.

11. Limitation of Liability

Except where prohibited by law, we shall not be liable for:

- indirect or consequential loss;
- loss of business or income;

- sentimental value attached to garments;
- delays caused by circumstances beyond our reasonable control.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any liability that cannot legally be excluded under the laws of England and Wales.

12. Privacy

Any personal information provided will be used solely for:

- booking appointments;
- contacting customers regarding their garments;
- processing payments;
- maintaining business records.

Personal information will be handled in accordance with applicable UK data protection legislation.

13. Governing Law

These Terms and Conditions are governed by the laws of **England and Wales**.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

Contact

The Cornish Kilt Tailor

Padstow, Cornwall, United Kingdom

Telephone: 07855 405 851

Email: info@thecornishkilttailor.co.uk

By leaving a garment with us for alteration or repair, you confirm that you have read, understood, and agree to these Terms and Conditions.

For extra protection, you may also want to add clauses covering cancellations and rescheduled appointments, bridal and occasion wear (which often requires special handling), cleaning requirements before alterations, force majeure events, and a clear complaints procedure. These additions can make the terms more comprehensive for a tailoring business.