

B. Mashilo
DESIGNS



Welcome
to
BMashilodesigns
Online



Welcome to BMashilo Designs!

Our team is here to help every step of the way! By using our online store, you agree to the following terms and conditions. Please read them carefully.

Thank you for choosing BMashilo Designs! 🎉 We're beyond excited to have you as part of our community. Get ready to explore our stunning collection and elevate your style with garments that make you feel unstoppable 💖✨ Your order is important to us, and we can't wait to get started on creating something special just for you. Remember, your garment will only be made once payment has reflected in our account. If you need any assistance or have questions? Our team is here to help every step of the way!

By using our online store, you agree to the following terms and conditions. To access our T&C's please click on the following link:

Lead Time

All items at BMashilo Designs are only available on pre-order. Our standard lead time for production is 20 working days. If you require your dress within a shorter time frame, please contact the BMashilo Designs office before placing your order online to verify the feasibility of expedited production. Last-Minute Orders Please note that we do accept last-minute orders. The feasibility of such orders will be assessed based on the current volume of orders. If possible, we will proceed with placing your last-minute order.

Emergency Fee

For garments needed in less than the standard 20 working days, an emergency fee of **R500.00 (five-hundred-rands)** will be charged. In exceptional circumstances, if the customer requests a dress within 5 days, the company will assess the situation at its discretion. If accepted, a fee of **R1000.00 (one-thousand-rands)** will be charged. Please note that it is at the company's discretion whether or not to process the order within this timeframe. Kindly confirm with the company before proceeding with the order.

Fashion First Aid Package

BMashilo Designs offers a “Fashion First Aid Package” package, where an order is processed within 2 days. A fee of **R1500.00 (one-thousand-five-hundred-rands)** will be charged for this expedited service. Please note that it is at the company’s discretion whether or not to process the order within this timeframe. Clients must confirm with the company before proceeding with the order.

| Emergency fee Time frame | Fee |
|---------------------------|-------|
| Less than 20 working days | R500 |
| Within 5 days | R1000 |
| Within 2 days | R1500 |

Fit Adjustments

If your dress does not fit as expected, you are welcome to book an appointment to visit our offices, where our seamstresses will assist you in making the necessary adjustments for a better fit. Alternatively, we can ship the garment back to us along with your updated measurements for fitting adjustments. Please note that BMashilo Design does not bear the courier charges for returning the dress to our headquarters if the incorrect measurements were provided by the client.

Visiting BMashilo Designs Headquarters for Measurements

BMashilo Designs is located in Pretoria East, Silver Lakes. Clients wishing to visit our offices for measurements or other inquiries can reach us via WhatsApp at 079 337 7217 or 064 702 2015, or by email at clients@bmashilodesigns.com. Please note that **visits to our offices are strictly by appointment**. Our goal is to create a seamless and personalized shopping experience for all clients.

Tracking of Orders

BMashilo Designs will provide the client with the necessary information to track their orders. It is the responsibility of the client to track their orders. Should the client fail to track their orders, BMashilo Designs will not be held liable for any issues or delays that arise.

Non-Refundable Deposit and Full Payment

Upon payment of a deposit or the full amount for any garment online orders, the client acknowledges and agrees that all payments are strictly non-refundable. This policy applies regardless of order cancellation, changes, or other circumstances once payment has been made.

Should the client choose to cancel the order, no refunds will be issued under any circumstances. For custom-made items, if production has already commenced, the client remains liable for the full payment of the garment.

In the event of an exchange, the client may apply the amount paid towards another garment of equal or greater value, subject to availability and the terms of the exchange policy.

Please send us your POP after making payment. Kindly note the production of the dress will only commence once payment has reflected.

Happy shopping!