

Products & Services: Incidental Sewing & Design is a sewing service, offering the construction, alteration & repair of a range of sewn products.

Estimates: Customers should note that an estimate is just that, and may not exactly reflect the end cost of the order in question.

If your order requires a deposit:

Deposit: Upon the customer's confirmation of an order, Incidental will invoice the customer for the deposit.* Work begins on a first-come-first-served basis, judged by date and time of Incidental's receipt of the customer's deposit. If the deposit has not been received within 14 days of invoicing, the order will be considered canceled. ***The deposit is non-refundable once work has started on the garment in question,*** and acts as an agreement on the part of the customer to pay any and all final charge for products and services rendered unless a timely cancellation is made. See Cancellation terms below.

*Note: For customers with **existing items to be altered or repaired**, or for customers providing their own material, the shipment of the physical item/material to Incidental will be considered sufficient for deposit.

Final Payment: Upon completion of work on a customer's order, Incidental will invoice the customer for final payment. This payment will include but not be limited to: the cost of labor for the item, any materials purchased in direct application to the order in question and not already covered by the deposit, shipping costs, and any online transaction fees. **Shipment of the completed item will not be made until final payment is received.** Payment will be considered past due 14 days prior to the invoice date, and may begin to incur interest.

Order Cancellation/Refunds: Due to the custom nature of each order, Incidental is not able to allow unconditional returns/refunds or cancellations. The following terms apply:

- The materials deposit is non-refundable,*** and acts as an agreement on the part of the customer to pay the final charge for products and services rendered. The only exception to this is if Incidental has NOT YET PURCHASED any materials in direct application to your order.

- In the event a customer would like to cancel an order prior to its completion, the customer will owe Incidental compensation for any labor time incurred up to the time of Incidental's acknowledgment of cancellation, and for any materials already used and not covered by the deposit.

- If a completed order is incorrect** according to the details agreed to by both parties at the time of order confirmation, Incidental will correct the item at no additional charge to the customer, as well as provide 2-way shipping.

- If a completed order is correct** according to the details agreed to by both parties at the time of order confirmation, **but** the customer would like further adjustment or changes, the customer may create a new order for those changes. The customer remains responsible for the final payment on the existing item. Any order for the change/adjustment of the item will be

treated as a new order and subject to the same terms.

Timelines:

Communications: Incidental strives to respond to correspondences from the customer within one business days. A business day is defined as Monday-Saturday, 7:30am-4:00pm Central time.

Orders: Upon receiving a deposit or order from a customer, Incidental will supply the customer with a time estimate for the completion of the order. Generally, customers should allow 2-3 weeks for completion. We welcome customers to supply us with a hard deadline. If customers' deadline allows 14 days or less, a Rush Order Fee may apply (see below).

Rush Orders may be available, depending on our workload at the time of the request. Incidental will charge a rush order fee at our discretion, if filling the customer's order will incur significant overtime.

Incidental's customer satisfaction and safety remain our #1 priorities! If you have questions on any of the above, please don't hesitate to get in touch:

Email: bria.c.fleming@gmail.com

Call or Text: 219-285-1008