**The Joy of Sewing & Embroidery Service Agreement/Policy**

**EMBROIDERY:** By accepting our services, the customer/company acknowledges full responsibility for obtaining the necessary permission (“right to use”/” proof of permission”) to use the design/logo and releases The Joy of Sewing & Embroidery Service and Christa Joy Pelt from any/all liabilities, claims, costs, judgement, and/or any expenses (including attorney fees and damages) related to digitizing and stitching. Additional costs may apply for disassembling/reassembling items like pockets, pillows, and totes, etc., for proper hooping. **X\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Other terms and conditions may apply.

**X\_\_\_\_\_\_\_ HEALTH & SAFETY/Harassment:** Due to the nature of my business and the high quality of care and service I provide, I strictly enforce Health and Safety Guidelines to protect all my customers and their garments/items. This includes ensuring items are free from soil and odors, including but not limited to smoke, pet dirt, body odor, stains, perfumes and other allergens. I reserve the right to refuse any garments/items or individuals that do not meet these standards. Additionally, The Joy of Sewing & Embroidery Service and/or Christa Joy Pelt will not be liable for any damage caused by the customers, guests or manufacturers. Please ask for details if you have any questions.

**Harassment:** I am committed to fostering a safe and inclusive environment for everyone. Therefore, I have a strict zero tolerance policy regarding harassment in any form, as well as any level of disrespect or abuse. I believe that everyone deserves to be treated with dignity and respect and will not tolerate any behavior that undermines this principle. Any individual found to be in violation of this policy will be required to seek services elsewhere. Refunds will be issued for work that has not yet commenced. Additionally, all services must be paid in full before leaving the premises.

**FORMS OF PAYMENTS ACCEPTED:** **Cash, Check** (payable to The Joy of Sewing & Embroidery Service), **EFT** (electronic funds transfer) or **Credit Cards**\*.

**X\_\_\_\_\_\_\_ PAYMENT POLICY:** Customer/company acknowledges and agrees to our terms, understanding that full payment is required before any embroidered items can be processed. For all other services, a **50% deposit** is required and must be paid within **10 days or there will be a 4% late fee charged,** and the account will become cash only. Subsequent payments must align with the work being completed and payment not received within 10 days of each appointment will incur **a 4% late fee** and account will become cash only. Work at any point not aligning with appropriate payment will be halted till payment is satisfied, of which CER fees may be required for rush services due to delayed payment, or account will be in violation of payment terms/conditions, and this will be deemed as a form of harassment. See above.

**\_\_\_\_\_CHECK:** Must be received at least **21 business days** before in advance of garment/item leaving. I am not liable for mail delivery delays should a check be mailed for deposit or future payments.

**\_\_\_\_\_ ELECTRONIC PAYMENTS:** Payment made seamlessly through our invoicing system. Simply request your invoice via email and pay securely through ELECTRONIC BANK TRANSFER. Payment must be completed **14 business days** prior to your original final fitting appointment.

**\_\_\_\_\_CREDIT CARD:** Payments must be made at least 61 days before garment/item leaves premises, with a 2% processing fee. Please note that credit card payments are not applicable for discounted invoices or invoices under $50. Payment 1- Date \_\_\_\_\_\_\_ Last four \_\_\_\_\_ CVC \_\_\_\_\_. Payment 2- Date \_\_\_\_\_\_\_ Last four \_\_\_\_\_ CVC \_\_\_\_\_.

**\_\_\_\_\_CASH:** Always accepted and required if payment is not received as noted above. Invoices with less than the recommended turnaround time, discounted or carry a CER Fee are CASH only.

Please note that there are no refunds for emergency or rush services, digitizing for embroidery, NSF checks will incur a $45 fee, and payment must be made in cash within 10 days. Failure to do so will result in a stop work order of which additional rush fees may apply, and garment/item will be held until payment is satisfied. CANCELLATION of the contract is eligible for refunds if requested in writing within three (3) business days of deposit/acceptance, if work has not been started. All items will be retained until all payments and fees are settled. Free estimates can be provided via phone or email; however, they do not guarantee final pricing. To receive an estimate, customers must schedule an appointment through the online booking system and meet in person. The written estimates given during appointments are valid for 30 days, or as scheduling permits.

**X\_\_\_\_\_\_\_ APPOINTMENTS -CANCELLATION/PRE-SCHEDULING/RE-SCHEDULING/NO-SHOWS:** Appointments can be easily rescheduled using the scheduling link provided in your appointment confirmation/reminders, up to 24 hours in advance (48 hours for Bridal Consultations) at no additional cost. Any rescheduling or cancellations, with less notice, or those requiring my assistance will incur a **$25.00 fee**. Urgent requests or scheduling of fittings with less than 4 weeks apart will incur an additional fee of $100.00 at 3 weeks and increase by $50 per week less. A prescheduling fee of $25.00 applies for each 30-minute appointment. Any additional fittings beyond what was initially scheduled will also be charged $25.00 per 30 minutes. Clients arriving more than 15 minutes late will need to reschedule, of which a rescheduling fee of $25.00 will apply, or will have their appointment shortened to fit within its original time slot, ensuring that the next client is not delayed. Failure to do will result in a $25.00 fee. Please note that all fees must be paid in cash up front, with no exceptions. Garments/Items will be held till all payments and fees are satisfied.

**X\_\_\_\_\_\_\_ ADDITIONAL CHARGES/Convenience/Emergency/Rush Fees:** Item(s) arriving with less than the recommended turnaround time, or custom work that cannot be started within 30 days of the initial consultation, will incur additional fees. Any items that have been previously altered, picked up without being tried on, left beyond 30 days, have experienced weight/inch fluctuations or shoe changes will incur extra alteration fees. An **emergency fee** will be applied based on the type of garment and timeframe (starting at $50.00 for formal wear at 3 weeks and $150.00 for bridal wear at 6 weeks from the original final fitting appointment). A weekly CER fee of **$25.00** will be charged as fittings get closer to the original final fitting appointment date (e.g., $75.00 for formal wear at 2 weeks and $175.00 for bridal wear at 5 weeks). **Custom work** needed for bridal wear less than 12 weeks will incur a $150.00 fee, while custom work for formal wear alterations needed in less than 8 weeks will have a minimum CER fee of $50.00 applied as stated in the policy. This fee will increase each week less by $25.00 for formal wear and $50.00 for bridal wear. Garments/Items will be held till all payments and fees are satisfied.

**X\_\_\_\_\_\_\_**\*\***EXTRA GARMENTS:** Unscheduled garments/items brought to an appointment will incur a convenience/emergency/rush fee unless prior approval is obtained via email. Refer to the website for a detailed list of fees. Please be sure to plan and schedule appointments for all your needs in advance to avoid additional fees. A wait list is also available, please see the website for full details and sign up. The CER fee schedule is posted on the website.

**For storage purposes,** I do not store any garments except for brides availing Full Day or Luxury Bridal Dresser Service. Any items not collected on the originally scheduled date will be subject to a **$5.00/day charge or $150.00/month,** payable in cash upon collection. Unclaimed items beyond 90 days will be sold or donated. Fees are applicable from the original appointment booking date; please adhere to the original pick-up date to avoid charges. Thank you for your understanding and cooperation.

**X\_\_\_\_\_\_\_ CHANGES/COORESPONDENCE:** Changes made during fittings are carefully documented and scheduled for your next appointment to ensure a seamless process. While we understand the need for consideration, **please note that any changes requested after 3 days from your previous fitting will incur a $25.00 charge per change and/or correspondence,** in addition to regular alteration fees if applicable, while garment is still in-house. It is important to communicate all concerns during your appointment to minimize additional charges and keep the process efficient for all my customers. The CER fee will apply as noted above.

**By signing this acceptance of service, you confirm that you have thoroughly reviewed your order and are 100% satisfied with it. Please note that "The Joy of Sewing & Embroidery Service" and "Christa Joy Pelt" cannot be held liable for any damages once the item(s) leaves our premises. This includes, but is not limited to, any issues related to unknown rental items, snags, stains that may occur while trying them on at home or on the day of wear, among others. You accept full responsibility for your garment once it leaves the premises. All alterations have been carefully tried on and confirmed to fit as agreed before you take them home. We have also provided detailed care and maintenance instructions for any embroidered items. By agreeing with this service, you grant us permission to use any before and after photographs, as well as images shared with us via text, email, or social media, for publication purposes. If you wish to revoke this permission, you can do so in writing at any time.**

**Customer acknowledges full responsibility and liability for payment of services provided by The Joy of Sewing & Embroidery Service and Christa Joy Pelt. Any fees incurred due to payment issues (e.g., NSF fees, re-deposit, charge backs) are the customer's responsibility. No refunds will be issued for completed or ongoing services. Property/items will only be returned upon full payment received at least 14 business days prior to pick up on originally scheduled final fitting unless cash payment is made at the time of pick up.**

**X\_\_\_\_\_\_\_\_\_ It is agreed that any remaining balance must be paid in cash at least 14 business days before the originally scheduled final fitting/pick up. No exceptions!**

**X\_\_\_\_\_\_\_\_\_ Any Convenience/Emergency Fees are Cash Only and must be paid in full before the property can be returned.**

**By making your first installment, signing a check, accepting our service, or signing notes, you confirm that any questions regarding the above policy have been answered to your 100% satisfaction and you agree with our policy. Thank you for your business and understanding.**

Your first installment, signed check, acceptance of service and/or signature notes that any questions regarding the above policy have been answered to your 100% satisfaction and you agree.  Thank you so much for your business and understanding!