

Terms & Conditions



IDENTIFICATION

SA ID Document or SA Drivers Licence must be provided for all rental orders.

CANCELLATIONS

A 25% cancellation fee will be charged on the total amount of the invoice. The balance will be refunded.

PAYMENT

No garments will be released to clients until full payment has been received. Only bank guaranteed cheques will be accepted. In the event of payment being made by bank deposit or electronic transfer, proof of payment must be presented and verified before garments are released.

REFUNDABLE BOND

All refundable bond monies must be paid in cash alternatively the client's credit card details must be captured. In the event of refundable bond monies being paid by some means other than cash, Black Tie will refund the client with EFT payment.

MEASUREMENTS PROVIDED

Black Tie accepts no responsibility for measurements incorrectly supplied by clients.

FITTING

Clients are required to fit their garments upon collection to ensure their satisfaction (especially if garments were sourced on measurements or if alterations were made to garments).

COLLECTIONS

All Black Tie stores are closed on Sundays and public holidays. All orders must be collected by clients between 08:30 and 16:30 Mondays to Fridays and between 08:30 and 12:30 on Saturdays. Black Tie will accept no responsibility for garments not collected.

GARMENTS INVOICED

It is the client's responsibility to check that all garments invoiced to them are indeed received.

QUALITY AND FITTING OF GARMENTS

Please note the onus is on you, the client, to ensure that you are satisfied with the quality and fitting of the garments received upon collection.

RETURNS

Black Tie accepts no responsibility for clients personal effects returned with the order.

REFUNDS

No refunds will be given for garments which were not collected by clients, did not fit correctly or were not to the client's satisfaction.

GARMENTS NOT WORN

No refunds will be given for garments not worn by clients.

DAMAGED AND NON-RETURNED GARMENTS

Clients will be responsible for the replacement value of items, garments, suit bags or hangers which are damaged or not returned. Such monies will be deducted from the refundable bond or charged manually to the client's credit card.

LATE RETURNS

Garments are to be returned within 2 working days of the specified return date. Thereafter, monies will be deducted from the refundable bond or charged manually to the client's credit card per day that the garments are late.