

Frequently Asked Questions (FAQs)

Q1: How do I secure a consultation appointment?

A booking fee of R250 is required to secure your appointment. Your booking is only confirmed once this fee has been paid in full.

Q2: Can I reschedule my appointment?

Yes. You may reschedule your appointment once free of charge, provided you give us more than 48 hours' (2 days') notice.

Q3: What happens if I need to cancel my appointment?

If you cancel your appointment for any reason, the R250 booking fee is non-refundable and will be forfeited.

Q4: Can I return a dress I purchased if I change my mind?

We offer returns or exchanges on standard, unaltered, in-stock purchases within 14 calendar days of you receiving the dress, provided the following strict conditions are met:

- The dress is unworn, unaltered, and in pristine, re-saleable condition.
- All original tags and labels are still attached.
- The dress is returned in its original, undamaged protective packaging.
- You include the original invoice or valid proof of purchase.

Q5: What is not eligible for a return or refund?

All sales are final for the following, and we cannot accept returns for change of mind or incorrect size choice:

- Custom or Made-to-Order dresses.
- Any dress that has been altered to your specifications.
- Dresses purchased during a sale or promotion (unless defective).

Q6: How long does it take to get a refund?

Once we receive and inspect the returned dress and approve the refund, we will process it within 14 business days. The refund will be issued to the original payment method used for the purchase.

Q7: When do I get my Security Deposit back?

Your Security Deposit is refundable upon the safe return of the hired dress. It must be returned:

- On or before the agreed date and time specified in your Hire Agreement.
- In the same condition it was in when you received it, subject only to fair wear and tear (e.g., light soiling on the hem from typical use).
- The dress must not have been altered, damaged, stained (beyond reasonable wear), or cleaned by anyone other than Basadi Bridal.

Q8: What can cause deductions from my Security Deposit?

We inspect all hired dresses upon return. Deductions may be made for:

- Cleaning required beyond light soiling.
- Repairs for any damage.
- Late returns (charged at R100 per day).
- Missing accessories (e.g., belts, veils).

We will provide an itemised statement for any deductions made. The remaining balance of your deposit will be refunded within 14 business days.

Q9: What is considered a defect?

A defect is a material imperfection in the manufacture of the product (workmanship or fabric) that was present at the time of sale/hire and makes the product unfit for its intended purpose.

Q10: What is NOT considered a defect?

The following are not considered defects and are not eligible for a return:

- Damage from accident, negligence, misuse, or improper storage.
- Damage caused by unauthorized alterations, repairs, or cleaning.
- Natural variations in fabric colour, texture, or beading between product batches or what is seen on screen.
- Fair wear and tear on a hired garment.
- A simple change of mind or the dress not meeting personal expectations.

Q11: What should I do if I find a defect?

You must notify us in writing immediately via email at info@basadibridal.co.za.

- For purchases, you must report it within 48 hours of discovering the fault.
- For hires, you must report it within your Hire Period.

Please use the subject line "**DEFECT QUERY**" and include your order number. We will instruct you on how to return the item for inspection. If we confirm a covered defect, we will, at our discretion, offer a repair, replacement, or refund (for purchases).

Q12: How do I start a return or ask a question about these policies?

Please email us at info@basadibridal.co.za for all enquiries.

- For returns, use the subject line: "**RETURN REQUEST**"
- For defect queries, use: "**DEFECT QUERY**"
- For general policy questions, use: "**RETURNS POLICY ENQUIRY**"

In your email, please include your full name, order number, and the reason for your request.

You can also call us at **069 883 9641**.