

If you have questions about a garment please contact us before you order, we are always happy to help. Our terms and conditions are designed to protect our customers and keep our costs and consequently our client prices down. Many thanks!

Transfer of ownership: You will own the goods once we have received your payment in full. Goods remain the property of Ellen Clothing Manufacturer until we have received payment in full.

Pricing: We will attempt to honor our quoted prices. Please note that our prices are subject to change without prior notice, however once we have accepted an order the production price of your garments is guaranteed. If we do not accept your order and decide not to supply the goods, then we will not charge you for these and we will refund any money already paid for them. However, we will not be responsible for compensating you for any other losses you may suffer if we do not supply the goods. Shipping charges are always quoted as an estimate based on experienced shipments, we reserve the right to pass on additional shipping charges.

Order validation: A non refundable deposit of 50% of the total agreed is due before we will begin work on your project. You agree to pay this fee before work will begin. We are not obliged to supply the goods to you until we have confirmed acceptance of your order and this is when the contract is made. When we accept your order the 50% deposit becomes non refundable as work begins.

Invoicing: We will issue you with an electronic invoice once we have dispatched the goods to you.

Features of the garments: Style, zips, buttons, dimensions & weight of the garments may vary slightly from the clients request as we depend on items availability at our suppliers. We reserve the right to make changes to the design for technical or practical reasons. No important change will be made to the overall design, appearance or aesthetics without informing you. The buyer shall have no claim in respect of any discrepancies between the goods supplied and those described in quotations, illustrations or garments previously sent or received.

Deposits and balances payable: We require a 50% non refundable deposit on made on order garments. The deposit guarantees and secures the production of your garments. Upon completion of the garments and prior to any shipping from our factory in Vietnam we require an additional 25%. The remaining balance (25%) is due by the client when receiving the goods.

Arrival of the goods and delivery: If upon arrival at our designated consolidated warehouse, the customer can not take delivery of the goods for an extended period of time (more than 5 working days from the arrival date) the warehouse may assess storage charges, these generally begin after the seventh day in storage and are the responsibility of the customer. We make every effort to abide by any agreed delivery date but we can not accept any liability in case of delayed delivery.