

Customs: Ellen Clothing Manufacturer prepares the custom clearance of your goods for you: Packing list, Certificate of Origin (CO) and description of the goods. Depending on the type of goods and the country of delivery you may be subject to import duties and/or taxes. All charges of this nature will be borne by you.

Timing: Our order lead times are given as an approximate duration to be expected when you order your garments, every effort will be taken to fulfill within that time. We will not sacrifice quality for time in manufacturing your garments. The client understand that the date of delivery depends on a number of factors such as availability of fabric at our suppliers, delays of obtention of CO from the Vietnam chamber of commerce, delays of custom clearance etc. Our production takes place in our factory in Vietnam and is shipped via ocean freight or express shipment to your country, delays can occur which are out of our direct control, therefore we may not meet an exact completion date. Such delays do not give the right to cancel, and we are not able to refund once an order has been added to our production line. We will keep you updated frequently as to the status of your order.

Cancellation, returns and refunds: Custom made garments are non returnable as they have been made to your specification and we have no way of offering them to another customer. We will accept a cancellation of the client order at any time up to the last day prior to an order being scheduled for shipping from our factory in Vietnam. Custom or made to order pieces cannot be cancelled without forfeiture of all payments made. We reserve the right to cancel, suspend or delay delivery of an order without being liable for any loss or damage if the supply of the goods is prevented or delayed for circumstances beyond our control. Unsatisfying goods or goods with any error or damages will not be taken back unless we agree to do so. Compensation for any damages is limited to 25% of the purchase value of the unsatisfying goods.

Privacy: Your Privacy is important to us. From time to time we may use aggregate information and statistics for the purposes of monitoring Web site usage in order to help us develop the Web site and our services. These statistics will not include information that can identify an individual. We do not store any credit card information, nor will we pass any of your personal information, including credit or debit card information to any third party. By placing your order you are offering to buy the goods and permitting us to use your personal details for the purposes of supplying goods (including passing your details onto couriers and other subcontractors). You may request that your details are removed from our system by emailing us.

Failure by us to enforce any of these terms and conditions will not affect our right to enforce the rest of these terms and conditions. These terms and conditions are subject to change at any time without prior notice to you.