
Terms & Conditions – BookYourTailor.com

Effective Date: 07/08/2025

Website: www.bookyourtailor.com

Company Address: Flat No.8/A Wing, Santacruz Mansion CHSL, Building No.5-A Wing,
Santacruz-East, Mumbai-400055

Email: info.bookyourtailor@gmail.com

1. Introduction

Welcome to **BookYourTailor.com** (“Company”, “We”, “Our”, “Us”). By accessing or using our website and services, you (“Customer”, “You”, “Your”) agree to be bound by these **Terms and Conditions**. If you do not agree, please do not use our services.

2. Services

- We provide doorstep tailoring and stitching services where our representatives visit customers for **fabric pickup, measurement, trial, and delivery**.
 - Services are available only in areas where we operate.
 - We reserve the right to accept or reject any order at our discretion.
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3. Booking & Payments

- Orders must be booked online via our website or through our representatives.
 - Customers must provide accurate **contact details, measurements, and garment requirements**.
 - Payment terms: [Choose one – Prepaid Online / Cash on Delivery / Partial Advance].
 - Prices are subject to change without prior notice.
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4. Measurements & Fitting

- Customers are responsible for providing correct measurements.
 - In case measurements are taken by our representative, we ensure accuracy to the best of our ability.
 - One free alteration is provided (within 7 days of delivery). Additional alterations may be charged.
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5. Fabric & Material Policy

- Customers may provide their own fabric/materials. We are not responsible for **defects, shrinkage, damage, or color bleeding** of customer-provided materials.
 - If fabric is provided by us, we guarantee quality as per description.
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6. Delivery Policy

- Estimated delivery timelines will be informed at the time of booking.
 - Delays may occur due to **unforeseen circumstances (festivals, strikes, emergencies, natural causes, etc.)**.
 - We are not liable for losses due to late delivery.
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7. Cancellation & Refund Policy

- Orders once placed **cannot be cancelled** after fabric cut or stitching work has started.
 - Refunds (if applicable) will only be considered in case of service failure attributable to us.
 - Refunds will be processed within **7–10 business days**.
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8. Liability & Disclaimer

- We are not liable for damages caused due to **wrong measurements provided by customers, poor-quality fabrics, or misuse of garments.**
 - Our liability is limited to the value of the service availed.
 - All disputes are subject to the jurisdiction of **Mumbai, Maharashtra.**
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9. Privacy Policy

- We collect personal information (name, phone, address, email) only for booking and delivery purposes.
 - We do not share or sell customer information to third parties, except for logistics or legal requirements.
 - By using our services, you consent to our Privacy Policy.
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10. Amendments

- We reserve the right to update or change these Terms & Conditions at any time.
- Customers are encouraged to review this page periodically.