

MAESTRO SARTO (Pty) Ltd
Terms & Conditions for Bespoke Suiting & Alterations

1. Consultations & Measurements

- All measurements are taken based on the client's body at the time of consultation.
- Any body changes after measurements (weight gain/loss, gym changes, etc.) may require additional adjustments at an extra cost.

2. Fabric Selection

- Once fabric is chosen and the order is confirmed, fabrics cannot be exchanged or refunded.
- Colours may appear slightly different due to lighting or screen display.

3. Payments

- A 50% deposit is required to begin any bespoke or made-to-measure order.
- Remaining balance is payable upon collection.
- Deposits are non-refundable as materials and labour begin immediately.

4. Production Time

- Standard production time: 5–10 Days for bespoke suits (depending on fabric, style, and season).
- Urgent orders may be accepted at an additional fee.
- Delays due to suppliers or external factors will be communicated.

5. Fittings

- Bespoke suits require 1–3 fittings depending on the style and fit.
- Clients must attend fittings on the scheduled dates to avoid delays.
- Missed fittings may affect delivery time.

6. Alterations

- Alterations on bespoke suits are free only during the fitting process.
- Any additional alterations after collection are charged separately.

7. Customer-Supplied Garments

- For alteration work on garments not made by us, Maestro Sarto is not responsible for fabric weaknesses, previous stitching, or damage hidden inside the garment.
- Some garments may not be alterable; the tailor will advise before proceeding.

8. Collections

- Clients must collect finished garments within 30 days.
- Uncollected items may incur a storage fee.

9. Refunds & Exchanges

- Bespoke and made-to-measure garments are custom-made; therefore no refunds or exchanges are available.
- Adjustments will be made to achieve the agreed-upon fit.

10. Care Instructions

- Clients are advised to follow proper care instructions for suits.
- Maestro Sarto is not responsible for damage caused by improper cleaning or handling.