



# Ajepomaa Gallery – Custom-Made Gown Policy

**Effective Date:** \_\_\_\_\_

**Policy Version:** 1.0

**Brand:** AJEPOMAA GALLERY

**Location:** Accra, Ghana

## 1. Introduction

At Ajepomaa Gallery, we specialize in bespoke custom-made garments that reflect your personality, style, and elegance. This policy outlines how custom orders are processed, delivered, and managed to ensure clarity, quality, and customer satisfaction.

## 2. Consultation & Design Confirmation

### 2.1 Booking a Consultation

- All custom garment orders begin with a consultation (in-person or virtual).
- A non-refundable consultation fee of **GHS 350 and GHC 500** applies (deductible from total cost upon order confirmation).

### 2.2 Design Discussion

- During consultation, client preferences are documented:
  - Style inspiration (photos, sketches)
  - Fabric choice and sourcing options
  - Colors, embellishments, trims
  - Budget range
- Ajepomaa Gallery reserves the right to advise professionally on feasibility based on design, materials, and timeline.

### 2.3 Final Design Confirmation

- A design confirmation form with sketches, measurements, and agreed pricing must be signed before production begins.



- Changes can only occur ONCE, after confirmation of design during consultation meeting has concluded. A 2<sup>ND</sup> Change in design will incur additional fees of GHC 300.
- GRACE PERIOD of 48 hrs (2 DAYS) is allowed after which we go ahead with agreed design during consultation.
- The Suggestions and opinions of ALL STAKEHOLDERS that matter (ie, friends and family) should be present during consultation. Any other opinions outside consultation meeting will not be encouraged or accepted.

### 3. Measurements

- Precise measurements ensure a perfect fit.
- Measurements taken by Ajepomaa Gallery staff are recommended.
- If clients provide their own measurements, Ajepomaa Gallery is not responsible for fit issues due to inaccurate measurements.

## 4. Pricing & Payment Terms

### 4.1 Custom Quote

- Pricing is based on:
  - Fabric type and quantity
  - Embellishments
  - Complexity of design
  - Labor and handwork time

### 4.2 Deposit

- A **70% non-refundable deposit** is required to begin production.
- The remaining **30% balance** must be paid before delivery or collection.
- Custom orders do not begin until deposit and signed design confirmation are received.

### 4.3 Accepted Payment Methods

- Bank transfer
- Mobile money (MTN/MoMo, Vodafone Cash)
- Credit/debit card (if available)



## 5. Production Timeline

- Standard turnaround for retail garments are: 10 -14 **business days/ 2 weeks** after design confirmation, deposit and delivery times have been concluded.
- Standard turnaround for custom garments are: 40 -45 **business days after** design confirmation, deposit and Fittings.
- 3 fittings are required as most of our fabrics and origami techniques don't have give (stretch).
- NOTE THAT TIME MUST BE MADE AVAILABLE FOR FITTINGS!
- Ajepomaa Gallery will not be held accountable for garments that are not fitted before pickup.
- Complex bespoke pieces may require longer timelines.
- Ajepomaa Gallery will provide delivery deadlines in writing.
- Rush/Express orders are accommodated for a **priority surcharge of 10% of Total Price.**

## 6. Fabric & Materials

### 6.1 Client-Provided Materials

- Clients may provide fabric, provided the material is sufficient and suitable.
- Ajepomaa Gallery is not liable for performance issues with client-provided fabric.

### 6.2 Supplier Materials

- Ajepomaa Gallery may source fabric and materials on behalf of the client.
- All cost differences due to market fluctuation are payable by the client.
- Note that colours of Notions (such as linings, zips, buttons and thread) might not match the exact shade of Fabrics used.

## 7. Fittings & Alterations

### 7.1 Fittings

- Maximum of 3 standard fitting is included.
- Additional fittings beyond one will incur extra fees.

### 7.2 Minor Alterations



- Minor adjustments due to fitting are included.

## 8. Cancellations & Refunds

- Deposits are **non-refundable** once design confirmation is signed and production begins.
- Cancellations before production starts may receive a partial refund of the balance paid, less consultation fees and incurred costs.
- Once completed, custom gowns are **non-refundable** due to the bespoke nature of the service.

## 9. Delivery & Pick-Up

### 9.1 In-Store Pick-Up

- Clients must collect gowns within **7 days** of notification.
- Items not collected after **7 days** may incur storage fees.
- Exchanges has a duration of 3 months after pick up after which it expires and there are no refunds.

### 9.2 Delivery Service

- All Delivery cost are paid by clientele.
- Ajepomaa Gallery is responsible for safe packaging; liability in transit is transferred once the gown leaves the studio (unless insured).

## 10. Quality Assurance

- All custom gowns undergo quality inspection before delivery.
- Minor stitching imperfections are acceptable if not affecting design integrity.
- Damages due to client misuse post-delivery are not covered.

## 11. Intellectual Property



- Design sketches and patterns remain the property of Ajepomaa Gallery unless otherwise purchased by the client separately from the bespoke service then the client has full ownership of design.
- Clients may not reproduce patented designs without written consent.

## 12. Brand Representation

Clients agree to allow Ajepomaa Gallery to use photos of the gown for:

- Portfolio showcases
- Social media PROMOTION ONLY
- Marketing materials

## 13. Dispute Resolution

Ajepomaa Gallery is committed to professional service and quality craftsmanship.

If a client is however dissatisfied, the client should:

- Contact Ajepomaa Gallery within 3–5 days
- Allow reasonable opportunity for review and alteration where applicable.
- Arbitration under Ghanaian legal jurisdiction

Clients agree not to post false or misleading statements about Ajepomaa Gallery on social media or public platforms without first seeking resolution directly.

Ajepomaa Gallery reserves the right to respond publicly where necessary using documented evidence.

## 14. Acknowledgment

By signing below, the client agrees to all terms of this policy.

**Client Name/Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Ajepomaa Gallery Rep/Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

