



TERMS & CONDITIONS

1. Deposits & Reservations

- All rentals require a refundable security deposit equal to 100% of the total rental price.
- No partial deposits will be accepted under any circumstances.
- A rental reservation is only confirmed once full payment of the refundable breakage deposit has been received and the funds reflect in Warbie's bank account.
- All electronic fund transfers must include the client's invoice number as the payment reference to avoid delays.
- Invoices are valid for five calendar days from the date of issue. If full payment is not received within this period, the reservation will be cancelled, and the gown will be released to the next interested client.
- By paying the deposit, clients confirm that they have read, understood, and agreed to all Warbie Rentals Terms & Conditions.

2. Payment & Booking Policy

- Garments cannot be released without full payment of both the rental fee and the security deposit.
- Proof of payment must be sent to the Warbie Rentals team as confirmation and must reflect in our bank account.
- If no proof of payment is received within five days after the invoice is issued, Warbie cannot guarantee that the item will still be available.
- Warbie reserves the right to cancel bookings where payments have not been received or confirmed within the specified time.
- Any outstanding balance must be paid in full and reflect before collection, regardless of who collects the garment.
- The security deposit is non-refundable. Rental fees may be refunded, but the deposit is retained as the item was reserved for your rental period.

3. Dress Preparation & Cleaning Period

- Every gown requires one business day for cleaning and repairs before it is ready for collection.
- This preparation period ensures each gown is in suitable condition for the next client.
- Clients acknowledge that the gown cannot be collected until this preparation period is complete.
- If the required preparation day coincides with the client's event date, Warbie may refuse the booking. An alternative gown will be offered where possible.
- If a client chooses to collect the gown before the preparation period is complete, Warbie accepts no responsibility for any marks, wear, or damage from the previous rental.

4. Dress Collection & Return

- Dresses may be collected up to one day before the event.
- Dresses must be returned by 12 pm on the next weekday following the event.
- Early collections before the allowed date will incur a daily early collection fee of R300.
- Late returns will incur a daily penalty of R500, deducted from the client's deposit.



- Clients are responsible for ensuring timely return to avoid penalties.

5. Collection by Family or Friends

- If a client sends a representative to collect the gown, the client remains fully responsible for the transaction.
- The client must ensure that any outstanding payments are settled and that proof of payment has been sent before the gown is released.
- Once the gown leaves the Warbie studio, it is considered in the client's possession.

6. Dress Return Requirements

- All gowns must be returned on the same hanger and in the same garment bag provided at collection.
- Failure to return the hanger will result in a R100 deduction and failure to return the garment bag will result in a R250 deduction from the deposit.
- Dresses must be returned unwashed. Standard dry cleaning is included in the rental fee.
- If specialised or outsourced cleaning is required due to excessive staining or odour, the cost will be deducted from the deposit.
- If an item is damaged beyond repair, the client will be charged the full retail replacement value and will forfeit the deposit.

7. Damage, Loss & Liability

- Normal wear and tear is acceptable and will not incur additional charges.
- Damage beyond normal wear and tear, such as broken zippers, torn seams, missing embellishments, holes, or permanent stains, will result in repair charges deducted from the deposit and may be billed above the deposit value if required.
- If the damage is significant or irreparable, the full replacement value of the gown will be charged.
- Lost items will also be charged at full replacement value.
- Any unreported damage will be considered to have occurred during the rental period.
- Once the gown leaves the Warbie studio, the client accepts full responsibility for it until it is returned.
- Warbie and its employees are not liable for any injuries, accidents, or damages related to the use of rented garments.

8. Alterations

- Clients may not alter or adjust any gown in any way.
- Warbie offers a professional alteration service at R500 per alteration, subject to request.
- All alteration requests must be discussed and approved before the rental period begins.

9. Consultations

- Consultations are charged at R250 per session and are not included in the rental fee. Each consultation is one hour long. If the consultation runs over the allocated hour, an additional R250 will be charged.
- Consultations must be cancelled or rescheduled at least 24 hours in advance.



- Clients who cancel late, fail to attend, or arrive more than 20 minutes late will forfeit their consultation fee.
- Consultation fees are non-refundable and non-transferable.

10. Walk-ins

- Walk-ins are usually avoided. It is recommended to book an appointment in order to see a consultant.
- Clients without an appointment may need to wait to be assisted or may be asked to return at a later time if no availability is open on that day.

11. Deposit Refund Process

- Refunds are processed by Warbie's banking team every Thursday and Friday.
- Clients should allow between one and fourteen business days for funds to reflect, depending on their bank's processing times.
- Due to high payment volumes, individual proof of refund cannot be issued.
- Clients are responsible for monitoring their bank accounts for the refund.
- If a refund has not reflected within the expected timeframe, clients may contact the Rentals team for assistance.
- Clients must ensure that the banking details provided are correct. Warbie will not be held accountable for incorrect banking information.

12. Right to Refuse Rentals

- Warbie may refuse or cancel any rental booking that conflicts with preparation or repair timelines.
- Clients will be notified and offered an alternative gown or refund if applicable.
- Warbie may also refuse rentals if a garment does not meet internal quality standards at the time of collection.

13. Social Media & Marketing Usage

- By renting a gown, clients grant permission for images featuring the gown to be used on Warbie's social media, website, brochures, flyers, lookbooks, and other marketing materials.
- Warbie will always aim to present clients respectfully and in line with the brand's identity.

14. Acceptance of Terms

- By paying the rental invoice and deposit, clients confirm understanding and acceptance of all Warbie Rentals Terms & Conditions.
- These terms apply to every rental transaction, regardless of booking method or payment platform.
- Warbie reserves the right to amend these Terms & Conditions without prior notice.