



Frequently Asked Questions

Q. “I have placed an order, what happens next?”

Once you place an order, having made payment you will need to complete a measurements form as fully as possible (these are available in both an online digital submission form or a Word Doc version which can be emailed in).

From there, once we have confirmed design, colours, fabrics, modifications etc., we contact our fabric suppliers to order the necessary materials required to create your outfit/garment. We don't have fabrics on stock to create everything due to the fact that I work in so many different fabrics and colours I would need a facility the size of a warehouse to carry a stock range to cover everything.

Next your measurements are collated and your individual garment patterns are created. If this is a totally new design, different fabric or a modified version of a design a “toile” (a mock up, will be made to ensure the pattern works correctly.

After the trial/toile level of interaction with your measurements and requirements, we finalise patterns and cut them, then move on to cut the fabrics specifically required for your project.

Once everything is pattern cut, the sewing process begins...during this process there can be issues, with machines, fabrics, threads and unforeseen design anomalies – each has to be addressed and corrected.

Once I get to the final stage and “snagging” check, we will contact to verify shipping details – in case anything has changed since the order being placed or if you want it deferred due to work/life commitments.

Q. “I can not see a design I like but have some ideas for an outfit... can you help?”

If you are able to illustrate in words and images the design/style you're wanting to achieve, I am more than happy to create a custom design for you

Q. “I was quoted around 6 to 8 weeks, but I haven't yet received my order”

6 to 8 weeks is an estimate based on average time to completion, please note there is only me sewing and Dominus assisting with the pattern cutting. Plus at any given time I have approx. 20 other orders “in the queue”...my aim is always to hit this estimate but sometimes materials and machines have different ideas, especially if I am working with a new or customised design.

Q. “Why does it take so long for an order?”

The main reason for time taken, is that everything is made from scratch...so patterns are individually drawn up for each item, materials have to be sourced and everything is individually sewn by me....these items are in no way sourced from factories, they are not batch made then tweaked to fit...so of course this takes time but this reflects in the quality of a bespoke garment.

Q. “I know what commercial clothing size I am, can I order based on that?”

Commercial sizing across the globe is ambiguous... I am sure many of you have bought “the size I always get” and found it to be bigger or smaller. Bespoke/Tailored clothing is made specifically to your measurements. I supply a comprehensive measurements form which has been tried and tested for 100’s of outfits globally.

Q. “I like a design I have seen on your site but wished it was in a different colour... can you help?”

Everything I make can be recreated in different colours, sometimes the limitations of the colour range comes down to the fabric itself e.g. basic satin is available in just about any colour, but satin crepe may only be available in 20 colours and Duchess satin 10 colours.....all you need do is ask and I will let you know whether your colour choice is doable or not or what your options are.

Q. “I would like pictures of the creation process of my outfit, is this possible?”

Periodically I take the odd snap for my blog or Flickr/Instagram accounts, however it usually isn’t practical to take ongoing project pictures, unfortunately.

Q. “I cant use PayPal to pay, are there any other ways to pay?”

I can raise an electronic invoice which uses the PayPal function but allows you to pay via a card of your choice as a guest without using a PayPal account. Besides that I am happy to work with BACS IBAN payments and cheques (the latter must either be raised in GBP – Pounds Sterling)

If you use facilities such as Western Union Moneygram or similar just contact me to discuss the mechanism and we can work it through.

Q. “Do you put advertising on the shipping materials?”

I never use branded/branding on shipping materials, 9 times out of 10 items are shipped in double grey mailing bags. If the order is of a significant size it will be boxed, again with plain Postal Boxes.

Q. “Do you offer a measuring service?”

A measuring service is possible, by appointment of course, but please keep in mind that I successfully make 100's of garments a year for clients all over the World that utilise the measurements charts/forms I have.

Q. “Do you have a shop I can visit?”

I don't have a shop, I don't have any standing ready made stock... it is purely a Seamstresses Studio from where I create the current projects.

Q. “I like a satin dress design is it available in PVC or Cotton?”

More often than not a design will work just as well in any fabric, all you need do is contact me to discuss what it is you require and I will look at the logistics of making that happen for you.

Q. “I cant wait 6 to 8 weeks for an order to be fulfilled...can you help?”

My service very rarely hits a “quiet time”, thus progressing an order more quickly is often not attainable...there are odd occasions where a client may pay an extra fee to progress a project sooner, and the fee is because I am adding time to my working week rather than infringing on other client project times.

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