



RETURN POLICY

Your satisfaction is of the utmost importance to us. Upon the arrival of your package, we encourage you to check and make sure that it fits correctly, and has been made to the standard size or custom measurements that you specified. Try it on as soon as possible without removing the tags, altering, or washing.

If you need to return or exchange, please make sure they are in their original condition - unworn, unwashed, unaltered, undamaged, clean, free of lint and hair and with tags intact and attached.

ORDER PROCESS

Once you have decided on a design style, color, size, and any other necessary information, the order can be processed. Since all custom orders are made to order, a 50% non-refundable deposit is required.

SIZING

We work with everyone to decide the best size for them, comparing their measurements with my sizing chart. If measurements are taken elsewhere, the client is responsible for those measurements and their accuracy. We recommend choosing the larger size if you fall in between sizes; as garments can only be taken in, not let out. If a client chooses to order a size that is not recommended by Southern Designs, the client must sign off on that size. If a new piece is needed due to incorrect sizing, the client will be charged full price for the reorder.

ALL SALES ARE FINAL ON CUSTOM ORDERS

Due to your unique piece being built specifically for you, we do not offer refunds. If your garment does not fit because of a proven factory error, we will work with you to remake that garment at our expense.

If after alteration the clothing is not fitting correctly due to clothier error, we will gladly remake the items in question for you and do what we can to make the situation right. ALL remakes take up to 35 days plus shipping; same as standard production time.

If remake is requested due to customer error (fabric or style choice), we will work on a case-by-case basis to resolve the issue.

*We do not offer refunds on custom made items. *