



how to order...payment...returns...pricing guidelines 2011

**guidelines for custom (aka bespoke) and online orders**

see something you like? it's easy, really! select the PayPal option on the tonya gross millinery website or send an email to [tonya gross millinery](mailto:tonya.gross@millinery.com).

**requests for custom head wear and hats for hire**

please send all inquiries to [tonya gross millinery](mailto:tonya.gross@millinery.com) and tell us what you need...or want.

**payment**

tonya gross millinery accepts cash, check and PayPal payments (credit cards accepted). in some cases, we will do trades as well.

before we start any custom design, you will receive an estimate of the combined cost of the price, which includes materials & labor and an expected delivery date. a 50%, non-refundable deposit, is required for custom work. please refer to pricing guidelines for custom work, below.

**delivery of ready-to-wear head wear ordered online**

if you are in the city of chicago, we would be happy to hand deliver your hat! otherwise, please provide a shipping address. if you request shipping, please allow 14 days after receipt of payment for your hat to arrive.

**delivery of bespoke/custom head wear**

your cost estimate (for bespoke/custom work) will include an expected delivery date. if required, a request for a date for a fitting will be included in the delivery schedule.

**returns**

your satisfaction is our top priority. we guarantee the quality of our products and we want you to be completely satisfied with your purchase. if for any reason you are not completely satisfied with your ready-to-wear purchase when it arrives, please contact us within 7 days. we will be happy to facilitate an exchange or return to ensure your complete satisfaction. while we make every effort to accurately represent work in descriptions and photographs, we ask you to please

review each product description before making your purchase. each piece is one-of-a-kind and sizes will vary. if you are not sure about sizing or what shapes might work for you, please review the right hat for you page on this site.

**please note that custom head wear is not returnable and therefore non-refundable but will do our best to accommodate your situation**

**a pricing guideline for custom orders**

please contact us with your ideas for a quote. we use a formula to determine the amount of work, time and materials are involved to complete your project in order to quote a price. in effort for transparency, please use the following as a guideline for custom head wear development:

**type of work requested**

cocktail & special occasion

ready-to-wear, classic shapes

wedding

**ready-to-wear, available on the website**

price as marked

price as marked

price as marked

**couture (custom+ hand-sewn)**

\$150 USD+ up

\$50 USD+ up

please email for a quote

**bespoke (custom + hand-sewn + pattern development + materials)**

\$175 USD+ up

\$75 USD+ up

please email for a quote

**reproduction of your favorite hat; hat from a photo; hat for coordinating costume (custom + hand-sewn + reverse engineering + pattern development, in some cases)**

\$100 USD+ up

looking forward to working with you on a project. thank you! tonya gross millinery