

House of Raige LLC
ALTERATIONS POLICY AGREEMENT

CONSULTATIONS.

James Divine and House of Raige LLC is happy to discuss any questions, requirements and concerns before your fitting appointment. Tailoring consultations may be through phone call, email, text or social media DMs. Alteration consultations typically take 10 minutes depending on your needs.

Before scheduling a consultation/fitting I ask potential clients to have the following ready

- 1.) A brief description of the garments you need tailored
- 2.) The date you need your garments ready by.
- 3.) Would you prefer Drop off or While-You-Wait (Only as available)
- 4.) Appropriate footwear and undergarments for your alterations

Footwear and undergarments will affect the alterations of the garment.

Consultation Limits. To safeguard our time, we limit our consultations to approximately 10 minutes. I find that is an adequate amount of time to discuss all of your needs before scheduling an appointment. Clients may book an extended consultation of up to 30 minutes for \$50.00. This is to offer peace of mind to our clients who have significantly larger request and require more time talking about fine details.

This fee is for the time of the consultation and does not apply to your alterations total. This fee remains mine whether or we schedule a fitting appointment.

FITTING APPOINTMENTS.

Any questions, concerns or requirements regarding alterations should be discussed at the fitting appointment. Fittings typically take 15-30 minutes but may be longer depending on the garment requirements. Clients that are more than 15 minutes late for their consultation may need to be rescheduled. Children under the age of 18 are not allowed to schedule a consultation or attend a fitting alone. A parent or guardian must be present during the entire fitting consultation.

Your footwear and undergarments will affect your measurements. Plan Accordingly.

COMMUNICATION.

We use phone call, text, email and social media DMs to maintain contact with our clients. Clients must maintain open communication with us. We understand life can get busy. However, failure to respond to messages, showing up late OR no show on scheduled appointments will adversely affect the "Guaranteed By Date" When your garment is complete, we will reach out to you to schedule a pick up. If we are unable to reach you, we will leave a DM, voicemail or message.

RESCHEDULING.

Things do come up in our personal lives that we have no control over. I understand if you need to reschedule a fitting. I ask that you provide me with as much notice as possible so that I may adjust accordingly. I also reserve the right to reschedule on an as needed basis. *Clients that are more than 15 minutes late for their appointments may need to be rescheduled.*

FIT AND SIZE.

Changes to our body are normal. However, changes in body shape and size may affect how things fit compared to the measurements taken at your initial fitting. Changes may include gaining or losing weight, surgery, or any other transformation in body shape. I remain flexible and am able to tailor as needed, however these changes may affect the look of the overall garment. Such as reducing the size of a garment OR needing to add panels to accommodate growth. **Additional services needed due to changes in body size will require additional payment.**

PRICING AND PAYMENT

No prices or guarantees can be made until an in-person fitting appointment. Any prices given through my website or over the phone are considered points of reference and do not necessarily reflect the final price for your unique garment requirements. Alterations require payment upfront. I will not accept any garments that are not able to be paid in full at the time of fitting.

Garments needing completion within two (2) weeks of consultation are considered a rush service and require an additional service fee.

I accept all major credit cards, cash, Venmo, PayPal, and Cashapp. I do not accept checks.

Occasionally I will offer the option to pay a 50% deposit upon consultation and the remainder paid 30 days after, or upon completion of the garment, whichever comes first. This is provided at our discretion and on an "As Available" basis and is not guaranteed.

No price is considered final until your fitting appointment.

SIGNIFICANT CHANGES & ADDED COST.

Your size may change; your needs may change. We understand and will remain flexible throughout these changes. To protect the time and integrity of our business, changing or adding services will result in an additional fee. Why is that?

Consider you're going out to eat, you order your appetizers, your drinks, and your meal. You are given your check at the end. If you were to ask your waiter for an additional desert that was not included in the total you would be charged for that extra desert, and a new check would be totaled for you.

Additional work – not included in our original agreement – leads to additional cost.

ALTERATION SERVICES

Each alteration is a separate service and totaled as one transaction.

Adding additional services – or requesting a change in prior services – are separate services and will require additional payment.

WAIVER OF LIABILITY

House of Raige LLC is not responsible for the original cost of the garment. We are not obligated to restore a garment to its original condition for ANY REASON. We are not responsible for any changes in body shape between consultation and pickup. This may include gaining or losing weight, surgery, or any other transformation in body shape.

NO REFUNDS POLICY.

Tailoring, customization and alterations are **NON-REFUNDABLE**.

We do **NOT** offer refunds, for ANY reason. This includes but is not limited to the following: change of heart, cancelled events, late pickups, break-ups, birth, death, or sickness.

However, we will issue refunds in these circumstances. 1.) Our inability to fulfill any alterations. 2.) Garments that have not been completed by the "Guaranteed By Date."

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Name: _____ Date of Consultation: _____
Signature: _____ Guaranteed By Date: _____
Email: _____ Phone Number: _____

*By signing, you have read, understood, and agree to **all** Terms in our ALTERATIONS POLICY (Updated 7-29-2025)*

Services: _____	Price: _____
_____	Price: _____
_____	Price: _____
_____	Price: _____
_____	Price: _____
_____	Price: _____
_____	Price: _____
_____	Price: _____
_____	Total: _____

STOP

Sign the portion below only upon completion and acceptance of your garment.

Completed on: _____ Client notified on: _____
Name (Print): _____ Signature: _____ Date: _____

Client signs above to confirm they have received, inspected and accepted their garment.

HOUSE | RAIGE

Receipt for Custom Commission

Items: _____

Total: _____ Date of Consultation: _____ Guaranteed by Date: _____
Down Payment: _____ Remaining Payment: _____ Due By Date: _____