

BABY GRAND

WWW.BABYGRANDUK.COM

MAIL ORDER FORM

Post To: Baby Grand UK, P.O Box 37893, London, SE23 3PX

Tel: +44 (0)20 8699 6826 Fax: +44 (0)20 8699 6826

Email: shop@babygranduk.com Web: www.babygranduk.com

CUSTOMER ADDRESS

Title: _____
 Name: _____
 Address: _____

 Town: _____
 Country: _____
 Postcode: _____
 Mobile Number: _____
 Telephone (daytime): _____
 Telephone (evening): _____
 Email: _____

Tick here to join our email customer Mailing List.
 (Your information will never be used for any other purpose)

DELIVERY ADDRESS (If different to customer address)

Title: _____
 Name: _____
 Address: _____

 Town: _____
 Country: _____
 Postcode: _____
 Mobile Number: _____
 Telephone (daytime): _____
 Telephone (evening): _____
 Email: _____

Tick here to dispatch your order to a separate Delivery Address
 (Please fill out any separate Delivery Address details above)

DESCRIPTION	PRODUCT CODE	COLOUR	SIZE	QUANTITY	PRICE PER ITEM	PRICE TOTAL

STANDARD DELIVERY SERVICES:

DELIVERY ADDRESS	ORDER SUBTOTAL	COST OF DELIVERY
UK: (2-3 working days from dispatch)	Up to £36	£4
	£36-£100	£6
	£100-£250	£8
	£250 and over	FREE
EUROPE: (3-5 working days from dispatch)	Up to £36	£6
	£36-£100	£11
	£100-£400	£15
	£400 and over	FREE
INTERNATIONAL: (5-7 working days from dispatch)	Up to £36	£8
	£36-£100	£16
	£100-£400	£21
	£400 and over	FREE

SUBTOTAL:	
HANDWRITEN NOTE (£4.00):	
DELIVERY:	
GRAND TOTAL:	

HANDWRITTEN NOTES AND SPECIAL REQUIREMENTS

If you would like to include a handwritten note with your order, for an additional **£4.00**, please compose your message below in **CAPITAL LETTERS**.

All cheques & Postal Orders must be made in British Pounds Sterling only. Subject to acceptance of your order, we expect to dispatch your goods within 14 days of your payment clearing.

Cheques should be made payable to **Baby Grand**. Please be aware that cheques ordinarily take up to 5 working days to clear, and that your order will only be processed once your cheque has cleared.

Postal Orders should be made payable to **Baby Grand**. Postal Orders must be sent by recorded mail. Please retain proof of posting, as we will not bear responsibility for payments lost in transit.

For further details, and to see our full Terms & Conditions, please refer to www.babygranduk.com/customer_services.

I enclose a cheque/Postal Order for £ _____.

Please sign and print your name, and the date to declare that you have read and agreed to our Terms and Conditions, and that all of the information you have provided is correct:

PRINT NAME: _____ **SIGN:** _____ **DATE:** _____

HOW TO ORDER

Please be aware that, as every Baby Grand lingerie piece is handmade to order, we expect to dispatch orders within 14 days of your payment clearing. We will only process your order once your payment has cleared. All orders are subject to acceptance and availability. Baby Grand will not be held responsible for items lost in transit.

Online

To place an online order, you can buy directly from our boutique at www.babygranduk.com, and make your payment by credit or debit card, or via PayPal.

By Post

To order by post, please make your selection from our online store at www.babygranduk.com, where you can download an order form. Send the completed order form, with an enclosed cheque or British Pound Sterling Postal Order (made payable to **Baby Grand**), to:

Baby Grand UK
P. O. Box 37893
London SE23 3PX
United Kingdom

CANCELLATIONS

Should you change your mind about the order you have placed, please contact us within 24 hours of making your order (including weekends and public holidays). No cancellations may be made after this time. Cancellations can be made either by emailing us at shop@babygranduk.com, or calling **+44(0)20 8699 6826** between 10am - 6pm. Voicemail messages can be left on this number outside of office hours.

STOCK AVAILABILITY

In the unlikely event that your order cannot be fulfilled, we will contact you through your preferred method to offer you an alternative product, inform you of a delay, or to offer you the chance to cancel your order. In the case of exchanges, if your chosen substitute is not available, we will contact you to discuss an alternative replacement item or a refund.

If you have queries relating to stock availability, please email us at shop@babygranduk.com.

GIFT WRAPPING

All items purchased from our website are dispatched with complimentary gift wrapping.

If desired, we can include a handwritten note with your order for an additional £4.00. To take advantage of this service, please add your message to the Special Requirements section of your order form.

POSTAGE AND DELIVERY

For details of our delivery tariffs, please refer to the Standard Delivery Services table on the first page of your mail order form.

All orders to UK addresses are sent by recorded post and will usually arrive within two to three working days of dispatch from our studio. A signature will be needed upon delivery.

Please note that all shipments to be sent outside the UK may be subject to import duties and taxes, which are levied once a shipment reaches your country. All additional charges for customs clearance must be borne by you.

In the unlikely event that postal or shipping costs are higher than those stated above, you will be notified of the additional cost of shipping before we dispatch your order.

REFUNDS AND EXCHANGES

In the event that you are not entirely satisfied with your purchase, you are welcome to a full refund or exchange. Should you wish to return your item(s) for any reason, the following conditions apply:

We will not accept returns of lingerie that is returned in a soiled condition. We will only accept returned garments subject to compliance with their specific care instructions.

We will not make refunds to a third party. We do not refund postage costs (except in the case of faulty goods).

Please return your item(s) within 14 days of receipt, unworn, with all labels intact, and in their original condition, along with a fully completed Returns Form enclosed, to the address below.

If you have misplaced your Returns Form, please enclose a note packaged with your returned items, stating your name, your address, daytime phone number, email address and the reasons for returning your purchase.

Please return goods to:

Baby Grand UK
P. O. Box 37893
London SE23 3PX
United Kingdom

We strongly recommend that you send any returned items via registered post or other reliable recorded method, and retain proof of posting. We cannot be held responsible for any goods lost in transit. Please note that the customer will bear any delivery and postage costs incurred in the process of returning an order, if the return is made for personal choice or size reasons.

For any other queries on this subject please email us at shop@babygranduk.com.

TERMS AND CONDITIONS

For further details of our Terms and Conditions, please refer to our website at www.babygranduk.com/customer_services.

SIZE GUIDE

International Size Table

DRESS SIZE	EXTRA SMALL (XS)	SMALL (S)	MEDIUM (M)	LARGE (L)	EXTRA LARGE (XL)
UK SIZE	6-8	8-10	10-12	12-14	14-16
US SIZE	2-4	6-8	8-10	10-12	10-12
FRANCE + Belgium, Spain, Portugal	34-36	36-38	38-40	40-42	42-44
EUROPE	32-34	34-36	36-38	38-40	40-42
ITALY	38-40	40-42	42-44	44-46	46-48

General Measurements

	EXTRA SMALL (XS)	SMALL (S)	MEDIUM (M)	LARGE (L)	EXTRA LARGE (XL)
UK DRESS SIZE	6-8	8-10	10-12	12-14	14-16
BUST (INCHES)	29-31	31-33	33-35	35-37	37-39
WAIST (INCHES)	21-23	23-25	25-27	27-29	29-31
HIPS (INCHES)	31-33	33-35	35-37	37-39	39-41
BUST (CM)	76-80	80-84	84-88	88-92	92-96
WAIST (CM)	56-60	60-64	64-68	68-72	72-76
HIPS (CM)	82-86	86-90	90-94	94-98	98-102

Soft Bra Sizing

EXTRA SMALL (XS)	30A - 32A
SMALL (S)	32B - 32C
MEDIUM (M)	34B - 34C
LARGE (L)	36B - 36C

Please note that this bra sizing information is provided only for guidance. We may be able to tailor a bra specifically to your size, depending on the style. Email shop@babygranduk.com to enquire.

Pastie and Nipple Tassel Sizing

Your pastie or nipple tassel size depends on the size of your areolae (the circles of darker skin surrounding your nipples), rather than on your breast size. To find the correct size of pastie for you, you will need to measure the actual diameter (widest point) of your areola.

Our standard pastie size works as follows:

Standard size = 4.5cm areola diameter**

**When making the lining of each pastie, we automatically add a little extra room around the circle of the areola, so don't worry about factoring this into your measurement.

If the diameter of your areola is narrower than 4cm or wider than 5cm, you should order a pair of our bespoke pasties or nipple tassels. All of our designs are available in bespoke sizes, at no extra cost.

Please email us at bespoke@babygranduk.com to place your order, or if you have any further queries on this subject.