

MOSS  
TAILOR ME

CUSTOMER AGREEMENT

YOUR ORDER NUMBER

MB207.HAM.GB.1151016

Staff order

CUSTOMER DETAILS

Name

Mr Youssef Saib

Email

CHARLESTONGOOD@YAHOO.COM

Phone number

07532869096

KEY INFORMATION

Store name

Moss Bros - Hammersmith

Store phone number

02087483884

Tailor

Romeo

Price (£)

95.70

Order date

28-Nov-2019

Expected delivery date

18-Dec-2019

ORDER DETAILS

Item

Dinner Jacket

Make

Half canvas

Fabric

966242115 - Black Mohair / Italian Black Mohair MB245

Lining

Light Beige

MBSL005

Button

Satin black

MB13

MONOGRAM

Monogram text topline

Romeo Dayi

Monogram text line 2

30th July 1983

Monogram type

NEW Writing style

Monogram thread colour

yellow gold

Monogram lines

lining two lines

MEASUREMENTS

Dinner jacket

Block version

V1

Fit

Regular {Moss STG}

Try On Size

44R

1/2 Waist

59.00 cms

Jacket length

78.50 cms

Sleeve length R

46.50 cms

Sleeve length L

46.50 cms

YOUR STYLING OPTIONS

Dinner jacket

Buttoning and Lapel

double breasted 6 peak lapel

Lapel size

standard

Shoulder type

traditional

Pocketing

straight with ticket pocket

Vents

side (2)

Lining Style

Fully Lined

Sleeve lining

same as body lining

Lapel & button finish

Satin black

Columbia

yellow gold

Buttonholes contrast

tone on tone

☐ I have read and agree to the Moss Tailor Me terms & conditions

Date : 28-Nov-2019

Signature :



MB207.HAM.GB.1151016

Thank you for choosing Tailor Me. We hope you enjoyed making the suit more you!

# MOSS

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# TAILOR ME

## Terms and Conditions

### 1. Definitions

|                          |   |
|--------------------------|---|
| "Agreement"              | means the official Moss Tailor Me order form, titled "Customer Agreement" recording the customer's measurements, specification of Goods and the Retail Price (£)  |
| "Cooling off period"     | the period during which the Agreement can be amended or cancelled by the customer. The Deposit Payment signals the start of the cooling off period, the cooling off period ends at 2pm the following day regardless of any amendments made to the Agreement within this time frame. |
| "Goods"                  | means any item(s) ordered through the Moss Tailor Me service  |
| "Receipt"                | means the official Moss Bros till receipt recording the payment transaction details which is either handed to the customer when payment is made or sent via email   |
| "Store"                  | means the branch of Moss Bros where the Customer places an order for Goods  |
| "Order Date"             | means the date the order for Goods is placed at the store   |
| "Expected Delivery Date" | means the date the Goods are expected to be delivered to the Store where the order was placed   |
| "Store trading hours"    | means the hours the Store is open for business  |
| "Retail Price (£)"       | the total order value for the Goods recorded on the Agreement. This may be subject to change by the amendment of the Agreement during the cooling off period.   |
| "Deposit Payment"        | the initial payment to be made by the customer at the time the order is placed and the contract is formed.  |
| "Balance Payment"        | the outstanding balance to be paid by the customer when the Goods are collected. This is the difference between the Retail Price and the Deposit Payment.   |

### 2. Existence and Scope of Contract

These terms and conditions together with the Agreement and Receipt form a binding contract for the purchase of Goods between the Customer and Moss Bros to the exclusion of all other express or implied terms and conditions. Customers are required to review all the details on the Agreement with the Moss Bros staff assistant before the Deposit Payment is made. The customer is required to sign two copies of the Agreement, one copy to be retained by the Store and one copy to be retained by the customer.

### 3. Variation

A Moss Tailor Me Agreement can be amended by the Customer within the Cooling off period only. All amendments must be made in Store and the amended Agreement must be signed by the Customer. Variation to the Agreement is not possible outside of the Cooling off period. In the event that the Customer wishes to amend their Agreement, within the terms of the Cooling off period, but the Agreement was placed in a Store where Store trading hours exclude Saturday, Sunday or Monday, then the customer is required to contact a member of our Customer Services team on **0333 320 6677** for assistance.

### 4. Payment

A Deposit Payment of 50% of the Retail Price must be paid to Moss Bros, by the Customer, on the day the order is placed. All outstanding amounts due under the Agreement must be paid when the Goods are collected. Goods will not be released until the Balance Payment has been paid. The Customer is responsible for ensuring that the Receipt, handed to them at the time of payment, records the correct Deposit Payment made. Where a customer fails to arrange collection of Goods notified as being available for collection within sixty days of being so advised, the customer shall be liable to pay the Balance Payment forthwith. Moss Bros reserve the right in such circumstances to charge the Balance Payment to the customer's payment card without further notice. Where Goods remain uncollected for one year after the customer was first advised the Goods were ready for collection Moss Bros shall be entitled to dispose of the Goods without further notice or liability to the customer.

### 5. Alterations

At the point of collection, if the customer wishes to make alterations to the Goods, then additional charges will apply and all outstanding balances must be paid in full prior to the alteration of the Goods. However, if the measurements of the Goods differ from those specified on the Agreement, then the cost of the alteration(s) will not be charged to the customer but all outstanding balances must be paid in full prior to the alteration of the Goods. If the customer is not satisfied with the Goods, Moss Bros will, after inspection of the goods to ascertain if remedial work is necessary, follow a strict policy of repair, replace and finally refund, depending on which remedy is the most appropriate. Moss Bros retains ultimate discretion on whether such remedial work is necessary.

### 6. Cancellations

The Customer has the right to cancel their Tailor Me Agreement and receive a refund of their Deposit Payment within the Cooling off period only. The cancellation of an Agreement by the Customer outside of the Cooling off period will be subject to a cancellation fee equal to the outstanding amounts due under the Agreement which shall become payable immediately upon cancellation. Moss Tailor Me reserve the right in such circumstances to charge the cancellation fee to the customers payment card without further notice.

### 7. Collection

Customer Goods will be ready to collect from Store 30 days after the Deposit Payment has been made, except on the occasion where, due to factory holiday, the delivery of the Goods to Store may be slightly delayed. An Estimated Delivery Date will always be provided on the Order Date and an email sent to the customer to confirm when the Goods are out for delivery to Store. Moss Bros aim to deliver by the Expected Delivery Date but will not be liable for any costs if the delivery of Goods is delayed. The Customer will be contacted by the Store when the Goods are ready to collect.

#### **ALL CUSTOMERS ARE REQUIRED TO:-**

- **Collect their goods within 60 days once they have received notification that the Goods are ready to collect.**
- **Check their goods carefully (ensuring they are correct, complete and in good condition) before leaving the store.**

**In the event that the Goods are collected by a third party, it is the customers responsibility to inform the Moss Tailor Me store of any query at the very earliest opportunity, and in any event within 5 working days,.**

**Moss Bros cannot be held responsible for any error discovered after collection.**

### 8. Limitation of Liability

Moss Tailor Me will use its reasonable endeavours to rectify any errors found upon checking the garments at the time of collection, however Moss Tailor Me will not be liable for any loss suffered by a customer which could have been avoided by complying with clause 5 above, nor will Moss Tailor Me be liable for any loss of profit or any indirect or consequential loss suffered. Moss Tailor Me's liability in any event is limited to the Retail Price.

### 9. Governing Law

The Contract law will be governed by the laws of England and Wales. The English and Welsh Courts will have exclusive jurisdiction to settle any disputes which may arise out of or in connections with this contract.

### 10. Privacy Policy

Full details of our privacy policy are available on our website ([www.moss.co.uk](http://www.moss.co.uk)). You can also call our Customer Services team on **0333 320 6677** to receive a copy via post. The same policy governs our use of data that is provided to us online and in person or by telephone (to the extent applicable).