

Client Service Agreement

This agreement is between CeremonyVerse ("we", "us") and the client named below ("you", "client").
Please read carefully before signing.

Client Name(s):	Date:
Email:	Phone / WhatsApp:
Wedding Date:	Service Tier:

1. Our Service

CeremonyVerse provides Indian wedding outfit and item sourcing services for US-based families. Depending on your chosen service tier, this may include vendor research, live video shopping sessions, fabric and quality verification, measurement coordination, and pre-shipping inspection.

We act as your sourcing agent. We do not manufacture or sell items directly — we source them from our network of trusted partners in India on your behalf.

2. The Gate-Approval System

Every item you order goes through our Gate-Approval process. Here is how it works:

Step 1 — You approve the item on a live video call. You see the actual piece — fabric, embroidery, and color in natural light. That exact piece is reserved with your name and order number.

Step 2 — Once you give written approval (via email or WhatsApp), production or reservation is confirmed. You have 24 hours to request changes after approving.

Step 3 — Before shipping, we conduct a final physical inspection to ensure the item matches what you approved.

After the 24-hour window, approved items cannot be changed without additional cost. This protects both you and our partners from miscommunication.

3. Payment Terms

A non-refundable deposit of 50% of the total service fee is required to begin work. The remaining 50% is due before items are shipped from India.

Outfit costs, shipping, and customs duties are separate from our service fee and will be itemized in your quote. You will always see a full breakdown before committing to any item.

Payments are accepted via bank transfer, Zelle, or other agreed method. We never ask for payment in cash or gift cards.

4. Refund & Cancellation Policy

Service fees are non-refundable once work has begun (vendor research, video sessions, or correspondence with partners on your behalf).

If an item does not match what was approved on video — in fabric, embroidery, or color — and this is confirmed through our inspection process, we will either arrange a replacement or issue a refund for that item.

If you cancel an order after items have entered production, the item cost may not be refundable depending on the production stage. We will always notify you before this point.

5. Timelines & Shipping

Custom outfits typically require 8–20 weeks for production depending on complexity. We will provide estimated timelines at the start of your project.

We are not responsible for delays caused by shipping carriers, customs processing, or circumstances beyond our control. We will always communicate proactively if delays arise.

Customs duties and import fees are the client's responsibility. We provide all documentation to ensure smooth customs processing.

6. Measurements & Fit

We guide you through the measurement process and provide detailed instructions. It is the client's responsibility to provide accurate measurements.

We maintain a strong fit rate through our guided measurement process. However, minor alterations may occasionally be needed — these are typically straightforward and can be done by a local tailor.

We are not responsible for fit issues resulting from incorrect measurements provided by the client.

7. Use of Images

With your permission, we may share photos of your wedding outfits on our website and social media for portfolio purposes. We will always ask before using any images that include people.

You may opt out of this at any time by letting us know.

8. Communication

Our primary communication channels are email (bhamini@ceremonyverse.com) and WhatsApp (+1 215-341-9990). All approvals and key decisions should be confirmed in writing via these channels.

We aim to respond to all messages within 24–48 hours on business days.

9. Limitation of Liability

CeremonyVerse's liability is limited to the service fee paid. We are not liable for indirect losses such as wedding date changes, travel costs, or emotional distress.

We do our best to represent every item accurately. In the rare event of a genuine quality issue, we will work with you to find a fair resolution.

10. Agreement

By signing below, you confirm that you have read and understood this agreement and agree to its terms. You also confirm that the information you have provided is accurate.

Signatures

CLIENT

CEREMONYVERSE

Client Signature

Bhamini, Founder — CeremonyVerse

Print Name

Date

Date