

Delivery Policy

Processing time

Processing times do not include estimated delivery time at checkout. Please allow 3 to 5 business days for orders to be processed for USA orders. For international orders, please allow 5 to 10 business days for orders to be processed.

Shipping rates

Shipping rates are calculated at checkout and are subject to change depending on the client's location.

Pre-Order Items

Items listed as PRE-ORDER take between 7 to 14 business days for the product to be produced and shipped to the client.

Order confirmation receipt

Notification on orders will be sent out to the client upon completing the transaction. In rare cases where confirmation receipt is not received immediately after the order is placed, please allow for 3 business days as there may be glitches in the internet or website performance. Please follow up with an email if you still do not receive a receipt and Bombaare team member will follow up and rectify it.

RTW and Pre-order

Cancellation, Refund, and Return Policy

Please note that orders can only be canceled when it has not yet been shipped. Refunds will not be issued for lost packages that were successfully delivered to the client's address by courier service as this may be due to improper shipping information inputted by the client. Please ensure that the right shipping address is recorded for safe shipping. However, orders will be duly refunded in cases where the order cannot be traced, or an error was made on our part such as shipping the wrong item. Orders can be returned for a refund in circumstances, where the client is not satisfied with the order, or it does not match the description. Please ensure, that the item is not worn, washed, or altered with tags and labels intact in its original condition when returning it. Please note that refunds should be requested within 48 hours of receiving the order through email and a team member will access and process it. Please allow up to 5 business days following the refund request for it to be processed. Please be informed that it is the client's full responsibility to cater for return shipping costs.

Custom Made

Custom-made dresses follow a step-by-step process that starts with a virtual consultation on Zoom, Teams, or Facetime depending on the clients preference. Future clients should please email Bombaarebespoke.info@gmail.com to book a virtual consultation or send a direct message on the appointment portal and a team member will reach out to you. Garment construction agreement forms will be provided for the client to sign before and after the garment is made. Design, color choice, mood board, materials, and prices will all be discussed during the consultation. A rate card for our exemplary designs will be provided, however, that is subject to change depending on the amount of detailing the client prefers. Please be informed that consultations should be booked at least 3 months before the occasion to make time for design execution.

Cancellation, Refund, and Return Policy

Custom-made garments are specifically designed and made for clients through a step by step making process, where the client is actively involved in each step of production to ensure that the precise dress is made, hence, there are no cancellations, returns, or exchanges for this option. However, garments can be redesigned or altered after it's produced at an additional cost if the client wishes.

Customs and Duties Charges

All international shipping is subject to duty taxes imposed by the importing country. Please be advised that clients are solely responsible for custom charges depending on their location.