

Payments

The Security deposit - 50% of the rental fee will be charged to the credit card submitted or in cash with your order form. Full amount of the rental fee will be paid upon pick up of the Wedding Gown.

Cancellation Policy for In-Stock Rentals

All rental orders cancelled before the event date is subject to forfeiture of all payments and/or deposits.

Cancellation Policy for Special Order Rentals and Made to Own Gowns

All Special Order rentals cancelled 30 days or less of the event date is subject to forfeiture of all payments and/or deposits. All Special Order rentals and Made to Own Gowns cancelled more than 30 days of the event date will be charged half of the price for cancellation fee.

Change Order Fee

There is a P1,500 Change Order Fee for changing the style of the wedding dress 21 days or less of the event date. Changing the measurements or sizes will not incur a change order fee. If you choose a style with a lesser rental value, no credit will be given. If you choose a style with a greater rental value, you must pay the difference of the rental cost plus the P1,500 Change Order Fee. Upon fitting/try on, if you do not like any of Augustine stock as your second choice, you will forfeit all the payments you've made, no refunds are given. Any rentals that are not picked up at the end of the business day on the reserved event date will be considered a No Show, No Call. No refunds are issued in this case.

Limitation of Liability

At time of rental pick-up, please allow yourself enough time to try on your ensemble/garments to ensure the accuracy and fit. Our total liability claim or litigation arising from or related to the rental garments are limited to the amount of rental paid by the customers.

Late Return Fee

All rental orders must be returned on the next business day after the reserved event date. Weekend rental orders must be returned by the end of business day on Monday or if that Monday occurs on a holiday, then the next business day. Late Return Fee is P1000 per day per Wedding Gown. All garments must be returned just as it was received, placed on hangers inside the provided garment bag.

Damage and Replacement Cost

Altering, using hem tape, adding, removing or cutting any part of any rental garment is prohibited. All rental garments must not be immersed in ocean or chlorine water. Upon return, inspection is required and if there are any rental items that have been abused as mentioned above, are damaged beyond repair, have excessive dirt and/or are missing pieces, replacement and extra cleaning costs will incur. Replacement costs vary on each rental piece. Any replacement or extra cleaning costs due upon rental return inspection will be deducted to your Security Deposit.