

LACE & FAVOUR

EST. 2002

CUSTOMER DYE ORDER FORM

Please complete this form and enclose it with the items you would like to be dyed and then post it back to us with the address as follows:

Shoe Dye Department
Lace & Favour
Unit 8 Crowborough Business Park, Park Road
Crowborough, East Sussex TN6 2GZ
Incomplete forms may not be processed.

Customer Name: _____

Order ID No: _____ **Date of Wedding/Event:** _____

Contact Telephone: _____ **Email:** _____

(invoice purposes only)

Delivery Address: _____

Your Dye Details

Shoe Brand: _____

Style Name: _____

Shoe Size: _____

Standard Colour: _____

Attach swatch here

Delivery Service☐

Standard

☐

Express

Terms & Conditions

Please carefully read the following information and if you require clarification, please do not hesitate to ask us before dyeing commences. We are only able to dye shoes and bags that are of a dyeable fabric. Please check the product description of the items on our website to make sure. For both standard and colour match dyeing, colour mixing and dyeing are done by hand, and whilst every effort is made to ensure a perfect match, due to the variations in materials, textures and finishes. Please note when dyeing ivory to white there may be a blue or lilac tint. When dyeing shoes/bags, linings and socks are not dyed, however, whilst every care is taken when dyeing the dye may seep or run into the lining, especially on fabric linings. This is often unavoidable and should not be treated as a defect or fault. Imperfections on the shoes or bags such as scratch marks, glue stains, watermarks, etc. may show through after they are dyed. All items will be sprayed protected after being dyed, however, this will not make the item waterproof. We strongly advise that dyed items be kept dry at all times. When opting for a custom colour match, items will be dyed under the light specified on the form, please ensure you check your items in the lighting you have specified.

Returns: Due to the bespoke nature of the dyeing process, we do not offer refunds on dyed items.

Dyeing will commence only once we have received a completed and signed form, colour swatch (if colour matching) and full payment has been received. All dyeing is undertaken at the customer's own risk.

By signing this you accept the terms and conditions outlined by Lace & Favour Ltd.

_____/ Date: _____

Keep this page.

Depending on the option you have chosen the prices will differ - please see below for prices and time frames. Once we have received the shoes back you will then be sent an invoice accordingly via email which will have a link for you to pay.

Frequently Asked Questions

Where can I find the standard colour charts?

Standard colour charts can be found on our website laceandfavour.com/colour-charts.

Can you dye any shoes?

Unfortunately, we can only dye shoes that have been bought from Lace & Favour and that are of a dyeable satin. Please check the product descriptions on the website.

What kind of fabric swatch do I need to provide?

we require a material colour swatch which is at least 5 cm x 5 cm. If you do not have a fabric swatch, we can accept cotton reels as well as garments such as fascinators, hats, dresses, belts, fabric buttons, dress straps, sashes and even shoes and handbags – so long as the garment is made of fabric material.

Are the items waterproof once dyed?

All items will be spray protected after being dyed, however this will not make the item waterproof. We strongly advise the dyed items be kept dry at all times.

Can I buy the shoes in colour straight away?

Dyed shoes are non-refundable due to their bespoke nature so we would always recommend purchasing ivory shoes first to make sure they are a good fit, then send them back to us to be dyed.

	Rainbow Club	Perfect Bridal	Paradox London
Standard Colour (40 colours)	£20 - Shoes £15 - Bag £30 - Shoes + Bag together	£25 - Shoes £25 - Bag £40 - Shoes + Bag together	
Dye to Match (fabric swatch)	£40 - Shoes £30 - Bag £50 - Shoes + Bag together	£55 - Shoes £25 - Bag £75 - Shoes + Bag together	£30 per item
Time Frames Standard Express	15 working days - FREE 7 working days - £20	15 working days - FREE 7 working days - £30	15 working days - FREE 7 working days - £45