

RAINBOW CLUB

CAPSULE COLOUR SERVICE

Please complete this form and enclose it with the items you would like to be hand coloured and post to: Rainbow Club, 3 Hennock Court, Marsh Barton, Exeter, Devon, EX2 8RU

CUSTOMER DETAILS

Name _____

Style Name _____ Shoe Size _____

Delivery Address _____

_____ Post Code _____

Daytime Telephone _____ Mobile _____

Email _____ Date of Wedding/Event _____

ORDER DETAILS

BLACK

NAVY

COLOUR CHART REF. _____

Please note, our standard seasonal shades are dyed to artificial lighting conditions.

All orders will be spray protected before being dispatched to you.

DELIVERY

Our Standard delivery service is 10-15 working days from receipt of order at our head office. Please note, during peak season (April to July), it can take up to 15 working days.

CUSTOMER SERVICES

01392 207030
enquiries@rainbowclub.co.uk
www.rainbowclub.co.uk

TERMS AND CONDITIONS

Please note, our seasonal shades can only be dyed to artificial light.

On our Classic Lace collection, the lace will dye lighter than the chosen colour however for our Luxury Lace collection, the lace will dye darker due to the nature of the fabric. The satin underlay will be dyed as per the selected/chosen colour.

Sadly, we cannot re-dye shoes and accessories that have already been hand coloured, nor can we dye over ivory shoes that have been spray protected. Shoes and accessories with grass stains or dark blemishes can only be hand coloured with dark shades such as black or navy.

We cannot dye white satin shoes or accessories.

All colour studio orders will be spray protected before being dispatched to you. This will not however make your shoes and accessories 100% waterproof but will provide a high resistance to moisture.

Standard delivery is 10-15 working days, this is from receipt of order at Rainbow Club head office. Please note, this can increase to 15 working days during our peak months April-July.

Should circumstances be beyond our control and delivery is not possible in the specified time scales, you will be notified by our colour studio department.

We recommend that you retain proof of postage when sending your shoes back to us.

No responsibility will be taken by Rainbow Club for lost of goods damaged. It is the responsibility of the customer to ensure that all goods are packaged in suitable protective packaging, and send back via recorded delivery.

Please note, the Rainbow Club colour studio hand colouring service is only available on selected Rainbow Club branded styles, handbags and shoe clips.

RETURNS POLICY - Please note that we are unable to accept returns due to the bespoke nature of this process.

CUSTOMER SIGNATURE

DECLARATION: By signing this you accept the terms and conditions outlined by Rainbow Club.