

Rainbow
CLUB

YOUR
COLOUR
YOUR
STYLE



GO BESPOKE AND CUSTOMISE YOUR SHOES
FOR FREE WITH RAINBOW CLUB

No one understands the transformative power of colour better than Rainbow Club. We've been hand colouring footwear and accessories with our unique pigments since 1986 in our colour studio in Devon. For the first time we're now offering this service completely free of charge.

Combining the best of bespoke with the accessibility of ready-to-wear, our colour studio service is unrivalled. It's why red-carpet stylists and fashion editors choose to work with us, and why you're in safe, colourful hands. Every colour studio commission is unique.

HOW DOES IT WORK?

Transforming your Rainbow Club ivory shoes – new or old – is straight forward. Firstly, choose your colour. You may have been inspired by a shade in our colour directory (found at all our key retailers) and have a specific colour reference, or you could have a swatch to match. Next complete the separate order form contained in this box (remembering to affix your colour swatch) and post your shoes to the address supplied on the order form.

Upon arrival, your shoes will be carefully inspected by one of our colour technicians to ensure the shoes are in good condition – remember that blemishes and imperfections can affect the dyeing process. If you want to breathe new life in to a pair of pre-loved Rainbow shoes, we can guide you on the best colours to disguise signs of wear, just call us for more specific advice.

Your shade is hand mixed by one of our colour experts, carefully blending up to 20 pigments to get a precise match. The dye is delicately applied by hand, ensuring trims, lining and any embellishments are considered. The shoes are then left to dry naturally, to achieve the best results, before being inspected and packaged ready for delivery back to you.



Whether you covet a vibrant shade or a pastel tone, with a library of over 280 in-house colours and an award-winning dye-to-match service, your customised shoes are just a few steps away.



IT'S ALL IN THE DETAIL

We've been known to colour-match some unusual items, but in our experience, fabric swatches and cotton reels are the best however we will also accept dresses, bags and hats. Send us a swatch no smaller than 2" x 2" (5 cm x 5 cm).

Any garments received at Rainbow Club are always kept in a safe place and sent back to you via recorded delivery with your dyed shoes and accessories.

Our colours are individually mixed to match your colour swatch to daylight or artificial conditions. In our experience, the lighting can change how the eyes perceive the colour so it's important you specify whether you want your product dyed to artificial or daylight conditions. When dyed to daylight conditions the colour will match to outside conditions and may appear green/blue inside. When being dyed to artificial conditions, they will match to inside conditions and may appear pink outside. If you're unsure please contact us for advice.

All of our dyed shoes and accessories will be spray protected before being dispatched to you. We use environmentally friendly water-based dyed and a market leading protector which will offer a high resistance to moisture, keeping your shoes in beautiful condition but will not make them 100% waterproof.



C H E C K L I S T

- Please ensure your Rainbow Club shoes are dyeable*
- Choose your shade from our colour library or...
- Attach a fabric swatch to your order form (remember it must be a minimum of 5cm x 5cm)
- Choose your light preference. Shades selected from our colour library are all dyed in artificial light
- Complete order form
- Place order form inside shoe or handbag box
- Send your shoes and completed order form to the address supplied on the order form. We recommend that you obtain proof of postage.
- Choose our standard service (15 working days) or...
- Choose our gold service (5 working days) for an additional £20.



Your finished order will be sent to you via a trackable delivery and a signature will be required upon receipt.

* If you are unsure if your shoes are dyeable please contact our Customer Services team.

C O N T A C T I N F O R M A T I O N

Please do not hesitate to call or email our Customer Services team.

(Monday – Friday 9.00 am – 5.00 pm)

Telephone +44 (0) 1392 207030 | Email enquiries@rainbowclub.co.uk

TERMS + CONDITIONS Every effort is made to match your shoe colour, however, there can be small variations when matching to textures and fabrics. The material content of trims, bindings and design details may be different to the main fabric of the shoes, which can result in tonal variations.

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 colour. Please note, Colour Chart shades will automatically be dyed in artificial light unless specified on the order form. The Colour Chart is only available to view in-stores.

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

coloured with dark shades such as black and navy. All colour studio orders will be spray protected before being dispatched to you. We recommend purchasing a suitable suede/nano spray to apply to your dyed products prior to use. This will not however make your shoes or accessories 100% waterproof but will provide a high resistance to moisture.

If you select our standard delivery service we will deliver your shoes within 15 working days from receipt of order at Rainbow Club. If you use our gold delivery service your shoes will be dyed and returned to you in five working days. Please note that this gold service comes at an additional cost of £20.

During peak season (April–August) the dying service can take up to 20 working days on receipt at Rainbow Club.

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 and swatches to us.

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

Please note, the Rainbow Club colour studio hand colouring service is only available on selected Rainbow Club styles, handbags and shoe clips. This is due the fabric we use being 100% dyeable – and that's guaranteed.

RETURNS POLICY – Please note that we are unable to accept returns due to the bespoke nature of this process. If you feel that the colour match is not 100%, please contact us to discuss further.



ORDER FORM: COMPLIMENTARY COLOUR CUSTOMISATION 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
Item type
Style name Shoe size
Delivery address
..... Postcode
Daytime telephone Mobile
Email Date of wedding/event

ORDER DETAILS

Our standard service is 10 working days from receipt of your order. Please tick your preferred option.

Please tick the box if you have included a garment to colour match with your order

STANDARD SERVICE (10 WORKING DAYS)

GOLD SERVICE (5 WORKING DAYS)

Please attach your fabric swatch in the space below (5cm x 5cm)



Please note; during peak season it can take up to 15 working days. Our gold service will incur an additional £20 fee. We will contact you for payment on receipt of this form and your dyeable items.

CUSTOMER SIGNATURE

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

DAYLIGHT
 ARTIFICIAL LIGHT

All items will be dyed in artificial light unless specified above. Shades chosen from our colour library are always hand coloured in artificial light.

CUSTOMER SERVICES: 01392 207030
enquiries@rainbowclub.co.uk RAINBOWCLUB.CO.UK