

CUSTOM & PRE-DESIGNED DRESS PURCHASE AGREEMENT

This agreement (the "**Agreement**") is entered into on [Effective Date] by and between [Client Name] (the "**Client**") and God Is Love Boutique LLC, a Florida limited liability company doing business as Lena Berisha USA (the "**Company**"), collectively referred to as the "**Parties.**"

1. Consultations

1.1 **Booking Consultations:** Clients are required to book follow-up consultations at least 72 hours in advance to review dress details, update measurements, and finalize the order. These consultations will be booked online under "Current Client Follow-Up Consultation" or "Expedited Consultation" on the Company's website. www.lenaberishausa.com

1.2 **Consultation Fees:** Consultation fees are **non-refundable** but will be applied toward the total cost of the dress. Fees are as follows:

- \$450.00
- \$150.00

1.3 **Pre-Designed Dresses Only:** This consultation process applies to pre-designed dresses only (minor customizations approved by consultant may fall under the pre-designed category). pre-designed dress refers to a dress with an established design available on the Company's website. Custom orders are excluded. Pictures of dresses are not included in the consultation package unless an alterations package is purchased.

1.4 **Alterations Package:** Clients purchasing an alterations package (\$400, available online) will receive photos as part of the package.

Clients Initials: _____

2. Final Payment and Shipping Information

2.1 **Completion of Consultations:** Once all required consultations are complete, the Company will issue a discount code for the Client to make their final payment online for the pre-designed dress.

2.2 **Custom Dress Payment Instructions:** All payments, including deposits and installment payments, must be made via ZELLE. For Zelle payments, use the following contact information for custom dresses or approved pre-designed dresses. Unauthorized Zelle payments will not be accepted.

- **Name:** ALEXIS BLOUNT
- **Email:** LENABERISHAUSA@GMAIL.COM

Any deviation from these payment methods must be pre-approved in writing by the Company. Failure to follow these instructions may result in delays.

2.3 Installments and Final Payment: Clients must adhere to the payment schedule provided at the time of purchase. Final payment, including any remaining balance, must be made no later than three (3) weeks before the scheduled shipping date. Clients must complete their final payment using the issued discount code. Final payment includes updating shipping information during the checkout process.

2.4 Measurement Submission: All measurements must be submitted to LENABERISHAUSA@GMAIL.COM within 48 hours of paying the deposit. Failure to do so may result in processing and delivery delays. Clients are responsible for ensuring the accuracy of their submitted measurements.

2.5 Tracking Details: Upon receiving the final payment, the Company will provide the Client with shipping tracking information. Clients will also be required to confirm receipt within 48 hours of delivery, failing which the Company will consider the order completed and resolved.

Clients Initials: _____

3. Final Payments and Shipping Waivers

3.1 Completion of Consultations: Once all required consultations are complete, the Company will issue a discount code for the Client to make their final payment online.

3.2 Shipping: Clients must update their shipping information during the final payment process. Shipping tracking information will be provided once the dress has been shipped.

3.3 Delivery Signature Waiver: Clients may choose to waive a delivery signature requirement (e.g., via DHL). By doing so, Clients acknowledge the potential risk of lost packages and take full responsibility for the shipment after it leaves the Company's possession.

3.4 Liability Release: By waiving the delivery signature requirement, Clients agree to:

- Release the Company from any responsibility for lost packages.
- Waive the right to file a chargeback for non-receipt of goods.

Clients Initials: _____

4. Custom Orders

4.1 Payment Method: Custom dress orders must be processed via Zelle. These designs are unique and do not have photos available for reference on the website.

4.2 **Custom Design Process:** Custom orders include photos of the design process, provided directly to the Client.

4.3 **Non-Refundable Deposits:** Custom orders require a non-refundable deposit. The deposit amount and payment schedule will be agreed upon during the initial consultation.

4.4 **Design Approvals and Timelines:**

- Clients must review and approve the design at specific milestones as outlined by the Company in writing (e.g., sketches, fabric selections, or prototype stages).
- Approvals must be provided within two (2) business days of receiving a request from the Company. Failure to respond within this timeframe will result in automatic acceptance of the milestone or a delay in the project timeline, for which the Company will not be held responsible.
- Any delays caused by the Client's failure to approve or provide feedback may also impact the final delivery date, and the Company is not liable for such delays.

4.5 **Installment Payments:** Installment payments may only be paid via Zelle to ALEXIS BLOUNT (LENABERISHAUSA@GMAIL.COM). The Client shall pay in installments according to the following schedule:

- INSTALLMENT NO. 1 OF \$ _____ Due On: _____
- INSTALLMENT NO. 2 OF \$ _____ Due On: _____
- INSTALLMENT NO. 3 OF \$ _____ Due On: _____

Clients Initials: _____

5. Chargebacks and Dispute Resolution

5.1 **Chargeback Policy:** Chargebacks are not permitted unless expressly authorized by the Company. Clients are required to contact the Company directly to resolve any disputes and must allow a resolution period of fourteen (14) days before initiating a chargeback. Failure to comply with this process may result in additional fees or penalties as outlined in this Agreement.

Clients Initials: _____

5.2 **Mandatory Arbitration:** Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

Clients Initials: _____

5.3 **Waiver of Class Action:** Clients waive the right to participate in any class, collective, or representative action. By signing this Agreement, Clients acknowledge and consent to individual resolution of disputes as outlined above.

5.4 **Jurisdiction:** The Agreement is governed by the laws of the State of Florida.

6. Timeline of Process

1. **Initial Consultation:** Client books the initial consultation to review dress options.
2. **Follow-Up Consultations:** Client completes required consultations (as outlined in Section 1).
3. **Final Payment:** Client receives a discount code and completes the final payment.
4. **Shipping:** Company processes shipping and provides tracking details. Client should expect a 7-10 day process after customs clearance. Duty fees may apply. Client is responsible for all duty fees.

7. Miscellaneous

7.1 **Non-Refundable Payments:** All payments, including deposits and consultation fees, are non-refundable.

Clients Initials: _____

7.2 **Entire Agreement:** This Agreement constitutes the entire understanding between the Parties and supersedes all prior agreements.

7.3 **Amendments:** Any amendments to this Agreement must be made in writing, signed by both Parties, and initiated by a written notice specifying the proposed changes.

7.4 **Severability:** If any provision of this Agreement is deemed invalid, the remaining provisions shall remain in full force and effect. In such cases, the Parties will endeavor to replace the invalid provision with one that achieves the intended purpose as closely as possible.

Additional Client Information

Client Name: _____

Dress: _____

Email Address: _____

Ship Date: _____

Shipping Address: _____

Signatures:

Date: _____

Client: _____

Date: _____

Company: _____
Lena Berisha USA