

*LB = Lena berisha

I emailed you. When will you respond?

Our assistants usually respond to emails in the order that they are received. Please allow 7-10 business days for a response.

What if you post a “better” dress after I ordered my dress?

Once a dress is in production, we do not allow exchanges. Please email us to check the status of your order.

When should I order my dress?

In order to avoid oversaturation, LB sells a limited quantity of dresses per season per year. As a result, select styles are not always available and we recommend that you order your dress as far in advance as possible.

Do you offer payment plans?

Yes. Dresses priced over \$4,000 can be paid in three (3) installments.

Dresses priced between \$1,500 and \$3,000 can be paid in two (2) installments.

Dresses priced under \$1,500 are not eligible for a payment plan.

Can I exchange or return my dress?

Dresses are couture/custom and uniquely tailored to the measurements of each customer. As a result, we have a no refund/no exchange policy. All sales are final.

Where can I try on my dress?

Due to COVID-19 restrictions, our Kosovo store is on lockdown and we cannot accept appointments. However, the U.S. is open with CDC limitations/restrictions, and you can join us at one of our pop-up shops. Please subscribe to our mailing list to receive emails and updates. Remember, all dress designs do not make an appearance at our pop-up shops; only showcase dresses and designer-selected pieces are featured.

If I cannot attend a pop-up shop, private listing, or visit the store, how can I get fitted?

Please see our measurement chart located under the “shop” tab on our website. These are the measurements we use to construct your dress in your exact size.

What if I plan to lose or gain weight?

Please email your current measurements upon ordering your dress (subject line: Measurements). Additionally, please note your request to send updated measurements along with the estimated date you will send them.

Can I switch my dress after ordering?

Once a dress is in production, we do not allow exchanges. Please email us to check the status of your order.

Do you provide contracts?

Yes.

How do I pay?

We will send you an invoice. Our preferred method of payment is business Venmo (helps clients avoid conversion fees) but customers can also pay through the website (conversion fees will be added).

NOTE: Please do not pay for a dress before having a consultation or receiving approval via email. We must ensure that the design you are requesting is available to order.

Do I have to pay for shipping?

Because U.S. clients do not have access to visit us and try on our dresses, we ship dress orders for free (sale items not included).

Where should I go for alterations?

We encourage you to find a preferred seamstress in your area. Majority of our clients do not need alterations, but since measurements can slightly fluctuate over time, we realize that additional alterations may be required for a perfect fit.

Is there a phone number I can call?

Due to a high volume of phone calls, we have now transitioned to pre-scheduled consultations ONLY. If consultation availability is not soon enough (due to time sensitivity of dress need), please email us.

Will I be charged a late fee if I do not make a payment on my dress on the scheduled installment date?

No. However, late payment may delay shipping.

Do you provide swatches?

Please visit our pop-up shop for swatches. Some fabrics are rare and not available in a swatch.

Will my dress look exactly like the picture?

We make dresses to your measurements. If your measurements are not identical to the model's or person pictured in the dress, it may not look the same on you. However, all dresses are constructed the same way.

How long does it take to make the dress?

Production times change daily. We do accept rush orders. We prefer at least a two to four-week window when making a custom dress. However, some styles will take six to eight weeks minimum depending on production time.

Will I receive pictures of my dress?

If you order a custom design, yes. If you order a pre-existing design, you will not receive a picture; your dress will look exactly like the pre-existing design that has already been photographed.

Can I rent a dress?

No, LB does not provide rentals.

Can I intern with the company?

We are not accepting interns at this time.

I am an influencer with over 1 million followers. How can I get a free dress?

Please email info@lenaberisha.com and cc: lenaberishausa@gmail.com

Can I submit custom requests for a preexisting dress design?

Yes. Please email your requests to lenaberishausa@gmail.com to schedule a consultation.

Can I order a certain dress in a different color?

Sure, just let us know which color.

Can I order bridesmaid dresses?

Yes; please ask us about wholesale prices for bridesmaid dresses.

Why don't I see my desired dress on the website?

All inventory is on our Instagram profile. If you are requesting a price, please share a photo of the dress via email. We are in the process of adding all inventory to our website.

What is the starting cost of your dresses?

Evening gowns start at \$1,350 but the majority of wedding gowns start at \$2,500.

Can I purchase a veil by itself?

Yes.

If I push back my wedding date, can I extend the duration of my payment plan and push back my dress shipment date? For example, my original wedding date was May 1, 2021, and I requested my dress shipment by March 1, 2021. However, I changed my wedding date to December 1, 2021. Can I push my payments back?

No, payments must be completed as scheduled and dresses must be shipped as scheduled. Failure to complete payments within 45 days after the scheduled ship date can result in cancellation, as we cannot store dresses nor ship dresses that are not paid in full.

Can I get a discount if I order two dresses?

Please email us for current promotions on multiple dress orders.

What if I forget to send my measurements in?

Please send your measurements in as soon as you remember; delayed production will cause delayed shipping.

*If you receive a dress and falsely claim that it did not arrive, we will seek legal action.

* LB will not copy another designer's design. She will review pictures and analyze each request. Inspiration is flattering, but we do not duplicate others' work.