Important Notice

If you do not order the minimum order quantity of the item in question, the website will automatically revert to the retail pricing for that item. In other words, you can buy less than the minimum, but you will pay retail for it. Please note that bra kits, trios and quartets are not available for wholesale purchase as they are too labour intensive for us to assemble at a discounted price. Please note that first time wholesale orders must have a minimum subtotal of $200CAD – failure to do so will forfeit your wholesale account and ensure that bra-makers supply and associates do not reinstate it. We also require at present that all wholesale/distributor customers make (1) purchase per calendar year. If after a full year, no orders have been made, we will remove your wholesale or distributor title and you will revert back to retail pricing. Customers are encouraged to reapply once in a position to need a wholesale account.

How to Order

We have an online shopping cart on our website, and we encourage you to use it. We do not print a catalogue but new items are added to the website as soon as they are available. You can place your order by email or on-line. All orders are sent as quickly as possible, though please expect delays for significantly large orders as they can take 5-10 business days to complete. Please double check your shipping address when you enter it on-line! If we ship to the address you give us, and it turns out to be incorrect, the package will not be delivered to you. It will be returned to us and we have to charge you a second time for the postage! Be sure your address and postal codes are correct!

**PHONE: 905-631-5231**

**EMAIL:** **customerservice@bramakers.com** **WEBSITE: www.braandcorsetsupplies.com**

Our shopping cart will add any taxes (for Canadian customers) plus will try to calculate shipping charges based on the weight. However, if you buy light but bulky items, the shopping cart cannot figure the shipping correctly. We will let me know of any additional shipping charges. We will not ship until the shipping charges are paid.

Payment Options

All orders must be pre-paid in full before we will ship. We do not offer credit terms and we do not ship C.O.D. We accept **VISA, MASTERCARD** and **AMERICAN EXPRESS.** Our site is secured once you get to the payment page, and secured by two separate systems. We are committed to keeping your information safe. You can also pay via **PAYPAL -** the easiest way ever to send money! Paypal is a service that is both reliable and secure. It instantly transfers money from your bank account or credit card to us once you set up a Paypal account. The merchant (that’s us) never knows your bank information and there is always a record and proof of your payments. Once you place an order, the system will offer to re-direct you to Paypal.

Shipping & Handling

If you order through our online shopping cart, the cart will automatically calculate the shipping and handling based on the weight of the items. Lightweight but bulky orders will often cost as much as smaller, heavier orders because of the dimensions of the box.

**Often we need to adjust the shipping charges based on the physical size of the package as well as the weight of the package.** Canada Post and UPS calculate costs by Dimensional weight, not just the real weight of the package. If the goods are large but lighter in weight, the shipping will not calculate correctly. We reserve the right to be able to charge the actual shipping charges if the shopping cart has underestimated the cost of shipping.

If you have your own shipping agent, such as your own FedEx or UPS account, please let us know and we will ship via your preference when we receive your respective labels. In that case, we reserve the right to add handling charges to the bill, but not shipping charges. **Bra-makers Supply is NOT responsible for any duties, taxes etc. imposed by your country.**

**ORDERS WITHIN CANADA**

We ship through Canada Post 95% of the time. We are situated in Burlington so if you live in southern Ontario or southern Quebec, you can expect your package within 1-3 days. Eastern or Western Canada will take 5-7 days. If you live in a more remote area, the packages can take 10-14 days.

**ORDERS GOING TO THE USA**

For orders to the United States, **deliveries will take longer** because they need to clear customs. You may be charged duty for any items made outside of Canada. If we use UPS (as we typically do for US orders), you may also be charged a fee for brokerage. These charges are beyond our control. We are *not* responsible for – nor will we reimburse you for any charges of this nature. Orders to the eastern USA can be delivered inside of two weeks, and orders to the western side can take up to 3 weeks.

**INTERNATIONAL ORDERS**

International orders will be sent by Canada Post and turned over for delivery by the postal system in your own country. Mail to overseas addresses can sometimes take up to 2 months or more and they always need to clear customs. **Please be patient**. You may be charged duty for any items made outside of Canada. Be sure to include your phone number and/or email address in case we need to call you. If you use a courier company, such as UPS or FedEx, you may also be charged a fee for brokerage. These charges are beyond our control. We are *not* responsible for – nor will we reimburse you for any charges of this nature.

**Please note: Once the packages leave our shop, we have no more control over its delivery. We can trace a package (if it is a trackable package) that you believe has gone missing, but only after 45 days (Canada) 60 days (for the USA) and 72 days (International orders).**

Missing or Damaged Goods

If your goods are damaged in transit, you need to inform the delivery company right away. If you notice the damage when it is delivered, take a photo of the box as soon as possible and report the damage to the delivery driver. Check the contents of the box to be sure nothing fell out of a damaged box. Bra-makers is *not* responsible for items missing in transit.

If items you ordered are not in the box, check to be sure you were charged for it. If you were not charged or we refunded your money for the item, we were out of stock of that item. If you were charged for the item and it was not in the box, please contact us right away.

If fabric or other yard goods is flawed or damaged, it is most likely that we have given you extra to make up for it. We allow 8” (20 cm) or more for the damaged areas. Fabric has flaws ever now and then and it not possible to guarantee that long lengths of fabric will be flawless.

Special or Custom Orders

We have a great selection of industry products available for wholesale ordering that we don’t show on the website. We would be happy to special order these items for you as long as you take the minimum quantity necessary and pay for the item ahead of us ordering it for you. That quantity varies with the type of item ordered and the manufacturer. This means that you have to buy 1000 units of hardware or closures per size and colour, 500 pairs of specially shaped underwires, 500-800 metres of fabrics or 48 pairs of foam cups (per size, per colour). Please contact our office for more information. Special orders take 6-12 weeks from time of payment in full. There are **no returns** on custom or special ordered items.

Return Policy

We are proud to say we have purchased the finest bra-making supplies available. If you should receive goods that are defective in any way, please let us know so we can replace the items. Call us or email us to authorize the return. We will not accept returns without authorization. We will refund your money ***once the goods have been returned to us*** with a note explaining the defective area. We regret that there are no returns on special orders, cut goods, patterns, or goods in un-saleable condition. If the damage has occurred during transit, you need to make a claim through the post office or UPS.

By completing and signing the subsequent wholesale form, you are indicating your full agreement with this notice.