



## Policies

### The following applies to all M2M BESPOKE Products

#### 1.1 Your satisfaction is our top priority.

- At M2M we don't advertise. We want our product to advertise itself when worn by their owner. Therefore, we'll do everything we can to make sure you look your absolute best to represent our craftsmanship.
- Necessary alterations are included with each garment purchased from M2M Bespoke.
- Preference alterations to adjust fit/style that were not requested at the time of the fitting will not be covered.
- M2M will do multiple rounds of alterations if necessary. If after doing the alterations the garment does not meet our tailor's standards we will remake the same garment free of charge.
- In case of a production error, we will replace your order at no cost to you.
- Fabric availability may vary from time to time. As a result, we may be unable to reorder the same fabric. If that happens, we will gladly select something similar of equal or higher quality.
- M2M requires full payment **before taking your measurements.**

## 1.2 Payment

M2M requires **full payment taking your measurements.**

You may choose one of the following methods of payment:

- Visa or MasterCard (3% Fee)
- American Express (3% Fee)
- M2M gift card
- PayPal
- Debit
- Cash
- Interact E-Transfer
- Cheque

Your order begins to be processed the same day payment is made.

## 1.3 Alteration service

Garments purchased at any M2M can be altered free of charge under the following conditions:

- Within 30 days of pick-up for the purchase of a shirt
- Within 30 days of pick-up for the purchase of a suit

After these periods, alterations can be done in-store at the regular rates. Delivery times may vary.

**M2M is not responsible for alterations when measurements change due to weight fluctuation or style/trend changes.**

## 1.4 Accessories (not custom) purchased in-store

Accessories (not custom) purchased in-store are exchangeable or refundable within 7 days of purchase.

- **No damaged or worn accessories** will be exchanged or refunded.
- Underwear and socks are not returnable.

### **1.5 Cancellation or changes to your order**

- An order may be cancelled **before 5 p.m. on the day of purchase** by emailing the rep you visited.
- A change of fit, option or fabric can be requested **before 5 p.m. on the day of purchase** by contacting the rep who fit you.
- Please note that we cannot guarantee any order changes or cancellations requested via email, at any time, even during this timeframe. Please make sure to confirm your fabric selection, measurements and customization options and preferences before the end of your fitting.
- Please note that an order cannot be cancelled after the day of purchase because production begins the same day payment is made, which means your fabric has been ordered and cut to your unique specifications.

### **1.6 Refund**

M2M Bespoke does not offer refunds on any of its custom or special order products.

### **1.7 Abandoned garments**

In the event that items are not collected from our store within 1 year after you have been contacted to confirm your order was ready for pick-up, we reserve the right to dispose of the item and shall not be held liable for any loss or damage. Our store will attempt to contact you at least 3 times during the 1 year period avoid this situation.

## **1.8 Gift Cards**

### **HOW IT WORKS**

Purchasing a digital gift card creates a unique code that is emailed to you and/or the recipient. The gift card recipient can then book an appointment at the M2M Bespoke showroom in Toronto to redeem.

### **TERMS & CONDITIONS**

1. Gift Cards are not exchangeable for cash and can only be redeemed at the M2M Bespoke showroom – 141-160 Tycos Dr., Toronto.
2. Gift cards expire 1 year after purchase. Expired Gift Cards will be forfeited.
3. Gift Cards can only be used for a single transaction; any remaining amount is not exchangeable for cash or another gift card and will automatically be forfeited.

## **1.9 Complaints**

Contact the Customer Service Department at [cs@M2Mbespoke.com](mailto:cs@M2Mbespoke.com) if you are not 100% satisfied. Each complaint is treated on a case-by-case basis.