

Frequently Asked Questions

Please follow the scale below for sizing

| Size by region | | | Bust | | Waist | | Hips | | Length | | Dual Sizing |
|----------------|-----|-----|------|-----|-------|-----|------|-----|--------|-----|-------------|
| UK | Eur | USA | ins | cms | ins | cms | ins | cms | ins | cms | |
| 8 | 36 | 6 | 32.5 | 84 | 25 | 63 | 34 | 88 | 58 | 148 | Small |
| 10 | 38 | 8 | 34 | 87 | 27 | 68 | 36 | 92 | 59 | 150 | |
| 12 | 40 | 10 | 36 | 92 | 29 | 73 | 38 | 97 | 60 | 152 | |
| 14 | 42 | 12 | 38 | 97 | 31 | 78 | 40 | 102 | 60 | 152 | Medium |
| 16 | 44 | 14 | 40 | 102 | 33 | 83 | 42 | 107 | 61 | 155 | |
| 18 | 46 | 16 | 42 | 107 | 35 | 88 | 44 | 112 | 61 | 155 | Large |
| 20 | 48 | 18 | 44 | 112 | 37 | 93 | 46 | 117 | 61 | 155 | |
| 22 | 50 | 20 | 46 | 118 | 39 | 98 | 48 | 122 | 62 | 158 | X Large |
| 24 | 52 | 22 | 48 | 123 | 41 | 104 | 50 | 127 | 62 | 158 | |
| 26 | 54 | 24 | 50 | 128 | 43 | 110 | 52 | 132 | 62 | 158 | |
| 28 | 56 | 26 | 52 | 132 | 45 | 114 | 54 | 137 | 63 | 160 | |
| 30 | 58 | 28 | 54 | 137 | 47 | 119 | 56 | 142 | 63 | 160 | |
| 32 | 60 | 30 | 56 | 142 | 49 | 124 | 58 | 147 | 63 | 160 | |
| 34 | 62 | 32 | 58 | 147 | 51 | 129 | 60 | 152 | 63 | 160 | |
| 36 | 64 | 34 | 60 | 152 | 53 | 134 | 62 | 157 | 63 | 160 | XX Large |

Do you have a store that I can visit so that I can try on different dresses?

At this time, we are an internet based store. To better assist you in making your online purchase with us, we recommend that you visit local bridal stores to try on different sizes and styles. This way, once you find the dress that you adore, refer back to our site to make your purchase. We will do our best to find the price and dress that suits you

How do I enter the size, measurements and color of the gown that I want when I purchase the gown through PayPal?

When you purchase your dress and reach the PayPal checkout, there will be a line on the page with a word that says ["Add special instructions to seller"](#). Once you find this link, click on it and it will provide you with a drop down box. Please place your measurements, the size of your dress, the color you want and the date of your wedding in this box. For example: m=36x241/2x40, size 10, color white, date: 2-14-2010 would be the appropriate format for describing your needs. You may add additional information; however, the above description is mandatory to ensure proper sizing and delivery. Please review your message prior to sending.

Do you accept returns on custom made dresses?

All sales are final. We do not accept returns on Special Ordered dresses. However, under circumstance that we approve, in the event that the dress has not been damaged or worn and it is within seven days of receipt, you may return the dress to us

by mail or delivery where when we receive the dress, we will refund you 50% of your purchase price, minus what was originally paid in tax and delivery.

Do I need to pay Sales Tax?

We must charge sales tax. If you live in the state of Michigan, sales tax is currently 6% and 7% in the state of Indiana. Other states may vary as well. Please reference your current tax rate if yours is not listed above.

Do I have to have a PayPal account to pay through PayPal?

You may need to open a PayPal account. This process may take 20-30 minutes; however, this ensures that your transaction is safe and carried through a secure site. PayPal also protects you, by giving you the opportunity to call them for verification of the buyer. Once you open an account, you can pay with your credit/debit card (Visa, MasterCard, American Express, and Discover). Individuals living in Michigan and Indiana can pay by money order as well.

Can I make payments on your dresses?

Yes, you can make payments on our dresses. You can pay with credit/debit via PayPal, however we must approve this prior. We won't start to work on your dress until you pay off the dress. There is a handling fee of 10% if you want to do a refund for any reasons before you pay off the dress. You must finish paying off your dress at least 120 days before your wedding day or your dress will not be available in time for your wedding.

How far in advance should I order my dress?

Normally, from the time that you order and pay for your dress to the time that you receive it, is 8-12 weeks, but we will recommend that to order your dress at least 9 weeks at least before your wedding. On some occasions, dresses may be finished earlier than the projected date. If this occurs we will contact you after the dress is inspected.

Is there an extra fee on plus sizes dress?

There is a plus size fee of 10% if you order a dress size which includes a bust size greater than 43" or hip size larger than 45"; Extra fee of 15% if a bust size greater than 53" or hip size larger than 55". Please contact us prior to purchasing a plus size dress as we may be able to assist you in this process. Not all dresses will be assessed an extra fee.

Do I need a petticoat skirt for my dress?

Our dresses will not have a built in crinoline skirt. Some of our dresses were wearing a crinoline skirt in our pictures. The skirt will not come with your dress. Most brides chose to wear a crinoline skirt with their dress for fullness.

Will I need to do alterations on the custom made dress once I receive it?

Since our dresses are made to the measurements that you give to us, there probably won't be any need for alterations. However, on some occasions, dresses may need some minor adjustments which is normal. Hemming and bustling of dresses may also need to be done.

(We strongly recommend that you have a professional tailor to take your measurements.)

Will the custom made dress be made to the exact measurements that I provide to you?

It is very difficult to make a dress to exact measurements. However, the measurements will be almost exact to what you provide to us.

I have looked at your Sizing page, but I still have questions on how to take my measurements. Is there someone who can help me with this?

We strongly recommend having your measurements taken by a professional seamstress in accordance to our Sizing guide. However, most people are able to take these measurements with the help of another person and a tailor's tape measure. You can also Email us if you have any questions. **PLEASE DO NOT TAKE MEASUREMENTS BY YOURSELF!**

Are your prices negotiable?

Most of our prices are negotiable. If you find the identical dress at a lower cost, we will do our best to beat that price. Also, if you are interested in reserving rentals through us, you may receive a 15% discount on your ceremony décor with the purchase of a bridal gown from our online store.

Will my dress still be online if I wait a few months to purchase?

Most bridal gowns are handmade and the arrival of your gown may take anywhere from 8 to 12 weeks depending on the designer. On rare occasions some gowns are scheduled for closeout, so once you find the perfect dress do not hesitate to order it.

Other sizing tips:

Once you have found the perfect dress and made the decision to place an order, please have a trained consultant take careful measurements to ensure the best fit possible. Often times you can ask your local seamstress to take measurements or a trained bridal dress store consultant to take your measurements at little or no cost. We recommend that you do this anyway when looking for a dress to give you a better idea of what to look for when choosing your special size. Many custom sizing options are available from designers for an extra charge, including adding extra length for tall brides, hollow to hem, and more. However, no matter the complexity of measurements, we recommend that you stick to the basic measurements and leave the custom fittings like the occasional hem, bustle, nip and tuck when you receive your gown if you would like a more individual fit.

Arrival and Fittings

You have 7 days from the date received to contact Events by Creative Design regarding any flaws or concerns with your purchase. Upon the arrival of your bridal gown, please inspect the gown for any flaws. If you find any flaws in the fabric or you've received the wrong dress, please e-mail me at Christina@eventsbycd.com immediately or call us. No exceptions will be made on dresses older than 7 days.