



BESPOKE TAILORING

Refund and Cancellation Policy

Last updated 20th December 2025

This policy explains how payments, cancellations and returns work at Fielding & Nicholson. It also sets out your legal rights. Nothing here takes those rights away.

If anything is unclear, please ask us before you place your order. We are always happy to talk it through.

01. What we make

Almost everything we make is bespoke. We cut and sew each garment to your own measurements. You choose the cloth, the style and the details. No two orders are the same, and no garment can be sold on to anyone else.

Because of this, our cancellation rules are different from those of a normal shop. Please read section 03 carefully.

02. Payment

- We take full payment when you place your order. This pays for your cloth and for all the work that follows.
- Once work has started, your payment is non-refundable.

WHEN DOES WORK START?

Work starts the moment we order your cloth or cut your cloth, whichever happens first. We confirm this stage with you in writing, so you always know where your order stands.

If you cancel before that point, we refund you in full.

03. Cancelling a order

BEFORE WORK STARTS

You can cancel at any time before we start work. This must be before work has started and within a 14 day period of your payment.

AFTER WORK STARTS

Once we have started work, your order cannot be cancelled and your payment cannot be refunded.

Bespoke garments are personalised goods. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, goods made to your own specification, or clearly personalised for you, are not covered by the usual 14 day cooling off period. This applies whether you order in our showroom, at your home or office, by telephone or online.

This means we cannot offer a refund or an exchange because you have:

- changed your mind
- decided you no longer like the cloth or the style you chose
- found the garment no longer suits your plans
- changed shape or size since your measurements were taken

Two things we can always help with:

- If the fit is not right, we will alter the garment until it is. See section 04.
- If your garment is faulty or badly made, we will put the matter right. See section 06.

04. Fit and alterations

We want you to be delighted with how your garment fits. That is the whole point of bespoke.

- We carry out reasonable alterations, at no extra cost, to achieve the fit we agreed with you.
- We keep working with you until the fit is right. Please tell us at your fitting if something feels wrong. The earlier we know, the easier it is to put right.
- Alterations cover the fit of the garment. They do not cover a redesign. If you ask us to change the style, the cloth, the lining or the details after cutting has begun, we will quote you separately for that work.

If your shape changes later on, we can still help. Please see our guarantee in section 07.

05. Fittings, missed appointments and delays

Bespoke tailoring is a joint effort. We need to see you in person at each stage.

- Please give us at least 48 hours notice if you need to move an appointment. We will always try to find a new time that suits you.

- If you miss a fitting without notice, your completion date will move back. We cannot promise a deadline that depends on a fitting you did not attend.
- If you miss two or more fittings without notice, we may charge a fee of [£XX] to cover the tailor's time.
- A missed fitting, a late fitting or a delay caused by you does not entitle you to a refund or a discount.

UNCOLLECTED GARMENTS

- We store your finished garment free of charge for 3 months.
- If we cannot reach you after 6 months, we may treat the order as abandoned.
- If your garment is still uncollected after 12 months, we may sell or dispose of it. We will always write to you first, at your last known address and email.

06. If something is wrong with your garment

If your garment is faulty or badly made, we will put it right. We take real pride in our work, and we would always rather hear about a problem than not.

HOW WE PUT THINGS RIGHT

We do not offer refunds on bespoke garments. Your cloth has been cut to your own measurements and that work cannot be undone. For the same reason we cannot exchange your garment for a different one, because no other garment has been made for you.

Instead we put the matter right by:

- **Repairing** the garment, for example restitching a seam or replacing a faulty lining
- **Adjusting or recutting** the garment, where the problem is one of shape or fit
- **Remaking** the garment, where a fault cannot be repaired

We carry out this work free of charge and within a reasonable time. In the very rare case where we cannot put a fault right, the Consumer Rights Act 2015 gives you the right to ask for a refund or a reduction in price.

TELLING US ABOUT A PROBLEM

Please contact us as soon as you spot something. Bring the garment in, or send us clear photographs, and we will book you in.

Normal wear and tear is not a fault. Nor is damage caused by accidents, poor storage, home washing, or alterations made by another tailor.

07. Our 5 year guarantee

Every Fielding & Nicholson garment comes with a 5 year guarantee. For 5 years from the date you collect your garment, we will:

- carry out alterations to keep the fit right as your shape changes
- repair reasonable wear, such as a loose button, a split seam or a worn buttonhole

This guarantee is a promise from us, on top of the law. It is in addition to your legal rights, not instead of them. Using the guarantee never removes or reduces any right you have under the Consumer Rights Act 2015.

The guarantee does not cover accidental damage, alterations made by someone else, or cloth that has simply reached the end of its life.

08. Accessories and ready to wear

Some items we sell are not bespoke, such as ties, pocket squares, cufflinks and shoes.

- If you buy these in our showroom, you can return them within 14 days for an exchange or a credit note. They must be unworn, unused and in their original packaging.
- If you buy them online or by telephone, you have 14 days from delivery to tell us you wish to cancel. You then have a further 14 days to send them back, and we will refund you within 14 days of receiving them.
- You pay the cost of return postage, unless the item is faulty.
- Monogrammed or personalised accessories cannot be returned, unless they are faulty.

09. Your legal rights

Nothing in this policy affects your legal rights. In particular, we do not exclude or limit your rights under:

- the Consumer Rights Act 2015
- the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

10. How to contact us

If you have a question, a concern or a complaint, please contact us. We would much rather hear from you early.

Fielding & Nicholson

35 Sackville Street, London W1S 3EG

Email: team@fieldingandnicholson.com

Telephone: 020 7167 3490

We aim to reply within 2 working days.