

MAGGIE SOTTERO

Maggie Sottero Designs

Special Request FAQ

GENERAL INFORMATION

Q. Which styles are eligible for Special Requests?

A. All Maggie Sottero and Sottero & Midgley styles are eligible for the Special Request program.

Q. Are Rebecca Ingram styles eligible for Special Requests?

A. No, Rebecca Ingram styles do not allow Special Requests. Any gown changes will need to be made by a seamstress or tailor. **Exceptions: At no additional charge, Medium Nude tulle may be requested when Natural tulle is already offered, and sizes above 28 may be requested.**

Q. How will you contact me regarding my order?

A. All communication is via email for Special Request orders. You will receive an email from one of the team members at MSD within 1-2 business days for US customers and 3 business days for International customers.

PLACING AN ORDER

Q. How do I start a Special Request order?

A. Special Requests are submitted through the Retailer Portal. Please select all applicable options in the drop-down menus, then look in the grid under the colorway and size for the "SPECIAL REQUEST" option. A pop-up form will appear where you can add in the Requested Ship Date, PO number, email address and explain your request. Once you click submit, an email is sent to the Special Request Team who will review and respond to your request.

Q. Can I call in to order a Special Request gown?

A. No, since Special Request gowns cannot be cancelled or returned, all inquiries must be sent through the Retailer Portal and all communication will be confirmed via email.

Q. I placed an inquiry through the Retailer Portal and have not received a response.

A. Please check your junk or spam email folders first. If you still have not received a response, please email special.request@maggiesottero.com and provide your Account Number and reference the customer PO number from your inquiry. We will respond as soon as possible.

Q. How do I place a Special Request for a gown above a size 28?

A. To request a gown above a size 28, please use the Special Request feature and select the gown style, color, and largest size available in that gown. Please explain your request in the "Special Request details" box by providing the bride's bust, waist, and hip measurements. Each size above a 28 increases by 5 inches in the bust, waist, and hip. MSD will recommend a size based on the bride's measurement that most closely matches the largest size. For reference, a size 28 equals 60" bust, 52" waist, and 62.5" hip.

Example: If your bride measures 63" bust, 57" waist, and 65" hip, we would recommend a size 30, since the waist is 5" larger than our size 28 and the other measurements are within 5". Please ensure your bride understands individual alterations may be necessary to fit the gown to her measurements. Our Special Request team will process your request and confirm which size is best based on the bride's measurements. If your bride wishes to order a gown that more closely matches each measurement, bust waist and hip, she may opt for "Split Sizing" using the Special Request program. Please note: Additional fees apply to Split Sizing orders.

Q. How long will you keep my Quote open?

A. Quotes will be kept open for 7 business days after we send the initial email with your estimate. If you need more time for your bride to decide on the changes or to collect her deposit, please let us know. If we don't hear back from you after 7 days, the Quote will be closed.

Q. My bride took longer to decide on her customization than I thought, and my Quote has been closed. Can I re-open it?

A. Yes, please email special.request@maggiesottero.com and reference the original Quote number and Customer PO Number and we will reopen your request. Please note: if there are any changes to the original request, it may change the pricing on your request. Re-opening a request will change the available shipping date of the order.

PERSONALIZATION AND SPECIAL REQUESTS

Q. Can I add a customization to a Personalized gown?

A. Yes, you can add a customization to a Personalized gown. Make sure to choose all the applicable options in the drop-down menu before clicking on the Special Request option in the grid on the Retailer Portal. The pricing for your gown will be based off the Personalized wholesale price.

PRICING

Q. How is the price for a Special Request determined?

A. The pricing for a Special Request gown includes the gown's wholesale price, the customization cost and the Special Request fee. The customization cost we quote to you is the wholesale price for the requested changes.

Q. How can I estimate the wholesale customization cost for the request?

A. The wholesale customization cost is calculated by multiplying the tier percentage with the gown's wholesale price (including any Personalization options), then rounding to the nearest \$25.

Q. Am I limited to this estimated price for the customizations when charging the bride?

A. No, the calculated estimate is the wholesale price for the customization. You are free to charge the bride any amount for the customizations in addition to the gown's MSRP.

Q. How can I make the pricing calculations easier for my team?

A. Since you are not limited to a specific markup percentage on the customization cost, we recommend that you create a base price that will suit your area. Then your staff can reference that base number as a starting number to quote when a bride is interested in making changes to her gown through the Special Request program. If the average retail price of gowns in your store is \$1500, you may want to follow the tier pricing to set a base retail price for Special Requests. The retail customization cost for a \$1500 gown would be \$525 when using the Tier 1 percentage of 35%.

We encourage you to study the market in your area and set the retail pricing for any customizations accordingly. The minimum price you must charge is the MSRP plus the wholesale customization price, plus the Special Request fee.

Q. How do I know which tier to use to estimate the customization cost?

A. Our most common requests are listed in the Special Request Policies document available on the Retailer Portal. There is standardized pricing for lining sheer bodices and removing a train. Other requests are divided into different tiers according to the complexity of the request. The Special Request Policies document on the Retailer Portal explains the tiers in more detail.

Q. What are the pricing tiers?

A. There are 3 tiers for our requests. Tier 1 (35%) is for simple changes including fabric layer swaps, color changes and removing lace or beading. Tier 2 (45%) is for more complicated changes like adding a new fabric layer, changing the neckline shape. Tier 3 (55%) is for the most complicated changes. Please refer to the Policies document for additional information.

Q. I quoted a price based off the lower tier of pricing to a bride, but the price from the Special Request team was in a higher tier. Why was the quoted price more expensive?

A. Customizations that require additional or more expensive materials, pattern changes or additional labor will move the request into a higher tier. We carefully work through your request to quote the best price possible.

Q. What are other reasons the request pricing would be in a higher tier?

A. If your request requires that we change the beading components, create custom artwork for beading, embroidery or lace, the quoted price will move into a higher tier. If you have multiple requests on the same gown, the quoted price will also take that into account.

Q. The fabric my bride wants to add to her gown is available as a Personalization option for other gowns, but not hers. Isn't the price the same as a Personalization?

A. If the bride wants an option that is not available on the Retailer Portal, it is considered a customization or Special Request. Maggie has a specialized team that handles these requests, so the pricing is higher than the Personalization gowns.

Q. Are there any discounts available on Special Request orders?

A. No, discounts are not available on Special Request orders.

Q. Can you give an example of how the customization cost is calculated?

A. For this example, the base wholesale price of the gown is \$700 (all prices in USD). Your bride is interested in a Maggie gown, but wants the following changes:

- Personalization Options:
 - Change from Chantilly lace to Sparkle Tulle 1 +\$40
 - Needs a 3FL length + \$90
 - Extend the train 12" + \$120
- Special Request:
 - Change the neckline from a sweetheart to a plunging V-neck with the illusion tulle piece in the center
 - Change the color from Ivory to All Ivory
- The new starting wholesale price of the gown with the 3 Personalization changes is \$950.
- Changing the neckline shape is a Tier 2 charge and changing the color is in Tier 1. Per the Policies document, the multiple request section states that a Tier 1 change combined with a Tier 2 change uses the Tier 2 pricing.
- $\$950 \times 45\%$ is \$427.50. Round this number to the nearest \$25. That results in a customization cost of \$425.
- The total price for this order would be $\$950 + \$425 + \$50$ (Special Request fee) for a total wholesale price of \$1425.

FEES AND CANCELLATION

Q. Can Special Request gowns be cancelled?

A. Orders cannot be cancelled once you have received the confirmation email.

Q. Can I make changes once my order is confirmed?

A. Orders cannot be changed once you have received the Special Request confirmation email. We will send an email for you to review and initial to approve all changes and pricing before we send the order confirmation email.

Q. Why is there a Special Request fee?

A. This covers the additional costs for our team to research the details of your request and confirm if the changes are possible before proceeding.

Q. When will I be charged for the Special Request fee?

- A. The Special Request fee will be charged at the following times:
- When your Special Request gown is invoiced and ships.
 - If you cancel the Special Request after receiving the quote from our team.
 - If you do not respond within one week after receiving our quote and we close the inquiry.

Q. Will I be charged the Special Request fee if the customization cannot be made?

A. No, we will not charge the Special Request fee if we cannot accommodate your request.

Q. The bride decided not to order after seeing the quoted price. Why was I charged the fee?

A. We do charge the Special Request fee if you cancel the order after receiving our quote. We have a pricing guide in the Special Request policies document that you can use to estimate the cost of the customization for your bride before placing a quote.

Q. I never received your email. Why was I charged the fee?

A. We do charge the Special Request fee for non-response after one week. Please check your junk or spam email folders for our response and email us directly if you don't receive a response within 1-2 business days in the US, or 3 business days in all other countries.

SHIPPING

Q. My bride needs a Rush gown but wants a customization. Will that work?

A. No, Rushes are not available on Special Request orders.

Q. Are Special Request gowns eligible for the LDSO shipping option?

A. No, once the Special Request order is confirmed we must place the order with the factory. We cannot delay placing these Special Request orders to make sure that they are made correctly.

Q. Will you hold the gown in your warehouse until I want it to ship?

A. All Special Request gowns are shipped As Ready. Because these gowns are unique, we prefer that you receive them and check them immediately in case there are any issues.

Q. I want to order a Quick Ship gown. Will the gown ship according to the Quick Ship date?

A. No, all Special Request gowns will ship according to the standard ship date.

RETURNS

Q. Can Special Request gowns be returned for a refund?

A. No, Special Request gowns cannot be returned for a refund.

Q. There is a quality problem with the gown I received. Can I return it?

A. We will work with you to address any quality concerns you may have. Please inspect your gown within 7 days of receipt. Please let us know if there are any issues. We may bring the gown back to MSD if there are any problems, but we cannot return the gown for a refund.

Q. What do I do if there is an issue with the Special Request gown I received?

A. Please contact the Special Request Team. We will work with the Returns Department to resolve any issues you may have with your gown.

MISCELLANEOUS

Q. My bride likes the shape of one gown and fabric from another. Can we combine the two styles in a Special Request?

A. This is a Special Request that would depend on the Supplier of each style. When requesting to combine details from different gowns, please ensure those gowns come from the same Supplier. As a quick reference, please check that the 2nd letter of each style number is the same. To view the complete list of styles produced by the same Supplier, there is a Supplier filter on the Retailer Portal to assist you. If both gowns are from the same Supplier, we can accommodate this request.

Q. My bride loves another gown and wants to recreate it. Is this something we can do in a Special Request?

A. The intended purpose of Special Requests is to add custom touches to our existing gowns. This program is not intended to allow brides to create truly custom styles that are completely unique. In this situation, it is best to refer the bride to a seamstress for custom alterations.

Q. What are my options to create a custom colorway?

A. Customization of colorways is an option when using fabrics from active styles. However, not all fabrics are available in all colors. Only active fabrics and colors will be eligible for consideration. Not all Suppliers have access to all fabrics and colors.

Q. What options are available if I need different sizes at the bust and hips?

A. This customization, called "Split Sizing", is limited to one size up or down from the original size ordered. If a bride is ordering a size 16 gown, but her hips are a size 20, we would recommend ordering the size 20 gown with a size 18 bust. The bride would still need alterations, but it is easier to take in a size 18 to a size 16.

Q. Is there a limit to how many changes I can make on a gown?

A. Yes, Special Requests are limited to 3 changes per gown. This does not include any Personalization options.

If you have any questions or concerns, please email special.request@maggiesottero.com and we will respond within 1-2 business days for US customers and within 3 business days for International customers.

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