



ROXE

ATELIER

ALTERATIONS & TAILORING SERVICE

ROXE Atelier Service Guide

Businesses

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Repair and alteration services for businesses.

ROXE Atelier provides a professional and reliable clothing alteration and repair service for businesses in and around Maastricht.

With many years of experience in both the retail sector and the tailoring trade, ROXE Atelier positions itself as a solid partner for stores looking to expand and optimize their customer service.

We carry out alterations and repairs of all kinds, ranging from simple hemming to specialist tailoring and restoration.

Our service is designed to fully relieve retailers: we collect the garments, return them once completed, and, if desired, pin garments directly on the customer in-store.

For customers living outside the region, we also provide a shipping service.

ROXE Atelier understands that speed and reliability are essential in retail.

That is why we offer a 24/7 express service, ensuring alterations or repairs can be completed and delivered the same day.

With this approach, retailers can expand their service offering, reduce the risk of lost sales, and increase customer satisfaction—with a minimal additional workload or administration.

To ensure smooth and error-free cooperation, ROXE Atelier follows the process below:

1, Submitting a request

When a situation arises in-store where our services are required, you submit a request in writing—via email or WhatsApp. The request should be as complete as possible and include:

- A clear description of the garment;
- A reference photo;
- A clear description of the alteration or repair;
- The customer's details;
- For shipping: address and email- for track & trace;
- For urgent requests: customer's name and phone number- for fast communication.

Track & trace information will always be shared with both the customer and the store to avoid misunderstandings.

2. Pick-up of garments

- Urgent request: A ROXE Atelier staff member will be at the store within 30 minutes.
- Regular request: Garments will be collected during the scheduled weekly rounds.

3. Pinning and measuring

If the customer is still present, ROXE Atelier can carry out the pinning and measuring in-store.

If this has already been done by the customer or store staff, a short handover based on the written information will suffice.

4. Execution

All alterations and repairs are performed with the utmost care and craftsmanship, ensuring the garment is finished to the highest standard.

5. Return of garments

Once completed, garments are either:

- Delivered back during the scheduled return rounds, or
- Shipped directly to the customer by post, with track & trace shared with both customer and store.

6. Invoicing

All work and costs carried out within a given period will be consolidated and invoiced on a weekly or monthly basis (depending on the agreements made).

Each invoice may be settled by bank transfer or in cash, within the payment term specified on the invoice.

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SERVICE RATES

Repairs:

- Small: €5 – €7,50
- Medium: €7,50 – €20
- Complex: Starting at €15

Alterations:

- Small: €5 – €10
- Medium: €10 – €30
- Complex: Starting at €20

Frequently requested:

Hemming trousers: €15 – €20

Taking in trousers: €15 – €25

Transportation Fees:

- Standard transportation: €4 (Per week)
(scheduled pick-up, twice weekly)
- Express transportation: €6

Notes on Pricing

The first three assignments are carried out at a promotional rate of 50%.

Prices may vary depending on the complexity of the work, such as use of elastic bands, linings, pattern preservation or special materials.

If no request is submitted in a given week, no transport costs will be charged—you are never tied to ongoing fees.

All prices are exclusive of 9% VAT.



TERMS & CONDITIONS

1. Submission of information

ROXE Atelier cannot be held liable for any errors, loss or damage resulting from incorrect, incomplete, or non-written information supplied. ROXE Atelier is not obliged to verify submitted details and assumes all information provided is correct.

2. Liability and insurance

ROXE Atelier holds a business liability insurance policy. This covers only damage demonstrably caused directly by ROXE Atelier during the execution of work. Damage or loss resulting from incorrect information, normal wear and tear, special materials or external factors is expressly excluded.

3. Express service

For urgent requests, a ROXE Atelier staff member is usually present within 30 minutes following written confirmation. If unforeseen or personal circumstances prevent this, ROXE Atelier cannot be held liable for any damage, loss, or restitution. If pick-up service is not provided within 120 minutes of confirmation, only the pickup/ drop-off fee will be refunded. No other claims can be made.

4. Where shipping to a third party is required, ROXE Atelier will pack and dispatch the garment with the utmost care. Shipping costs will be advanced by ROXE Atelier and invoiced together with a small service fee and the alteration or repair fee and any other applicable charges. From the moment the packaged item is handed over to the carrier, all liability with respect to loss, damage or restitution ceases.

5. Requests and pickups

All requests must be submitted in writing no later than 00:00 on the day prior to the scheduled pickup. If no request is received, the store will not be included in the daily pick-up route. Requests submitted late or outside regular pickup days will be invoiced as "Express."

6. Scheduling changes

If unforeseen circumstances prevent ROXE Atelier from keeping to the scheduled pickup, this will be communicated to the contact person at least 24 hours in advance. The pickup will either be rescheduled in consultation or carried out by an alternate representative, **who will be communicated in advance.**

7. Force majeure

ROXE Atelier shall not be held liable for delays or failure to carry out services caused by circumstances beyond its control, including but not limited to illness, interruptions in energy or transport services, strikes, natural disasters, or other unforeseen events. In such cases, performance of the agreement will be suspended until fulfilment is reasonably possible again.

8. Cancellation and modification of assignments

If an assignment is cancelled or modified after submission by the store or private client, ROXE Atelier reserves the right to charge any costs already incurred. If work has already commenced or materials have been purchased, a proportional part of the agreed fee may also be invoiced.

TERMS & CONDITIONS

9. Trial rate

The promotional rate (50%) applies only to the alteration and repair costs of the first three assignments. Transport costs are invoiced in full during this period.

10. Travel time and location

Rates apply to stores in central Maastricht. Longer travel times or locations outside this area may incur additional transport charges.

11. Third-party relations

ROXE Atelier performs all services exclusively on behalf of and under instruction from the contracting store. Customers of the store shall be considered third parties. ROXE Atelier has no contractual relationship with such third parties, and all liability and responsibility towards third parties remain with the store. ROXE Atelier cannot be held liable for any claims, demands or disputes arising between the store and its customers.

12. Complaints procedure

Any complaints regarding executed work or returned products must be submitted in writing to ROXE Atelier within 7 days of delivery. After this period, the work shall be deemed to have been correctly executed and in accordance with the agreement.

13. Communication with third parties

All questions or complaints relating to alterations, shipping, delivery and third-party processes must be handled through the store. Direct customer contact will only occur in case of urgent requests or exceptional circumstances, and shall in principle be carried out solely by ROXE Atelier, unless otherwise agreed.

14. Privacy and data protection (GDPR)

ROXE Atelier processes personal data solely for the purpose of carrying out assignments, invoicing, and communication. Data will not be shared with third parties, except where necessary for the execution of the agreement (for example, shipping services for track & trace). ROXE Atelier complies with all applicable privacy legislation (GDPR).

15. Governing law and jurisdiction

All agreements with ROXE Atelier are exclusively governed by Dutch law. Any disputes arising from the agreement shall in the first instance be submitted to the competent court in the district of Limburg.

16. Acceptance of terms

By making use of any service provided by ROXE Atelier, you acknowledge that you have taken note of and agreed to these terms and conditions

ROXE Atelier strives to build reliable and long-term partnerships with its clients.

Our aim is to completely relieve your store of the alteration and repair process, so you can focus on your core business: sales and customer experience.

We look forward to working with you to provide this additional service to your customers, helping to increase both your revenue and customer satisfaction.

For questions, further information or to arrange a first trial assignment, please contact: