



# ROXE Atelier Service Guide Private Clients EN

## Repair and Alteration Service for Private Clients.

ROXE Atelier offers a professional and reliable clothing repair and alteration service for private clients and businesses.

Our strength lies in flexibility, speed, and personalized craftsmanship.

*On-site repairs* – If the situation and garment allow, we carry out repairs or alterations immediately at your home or on location.

*Same-day service* – When direct repair is not possible, we take the garment with us and ensure it is professionally processed and returned to you the very same day.

For even more urgent situations, we provide a 24/7 emergency service:

This way, you are assured of true craftsmanship without long waiting times, with the guarantee that your garment will be ready quickly and in perfect condition.

Whether you are at home, on the move, or in the middle of an event: unexpected clothing issues call for immediate solutions. From a gala to a business lunch, we are your discreet back-up in any emergency. If something tears at the wrong moment, we make sure you are back to looking polished and confident in no time.

Is it less urgent? Then we schedule a time that suits you best. This way, you can be certain that your garment will be restored with the same care and attention— just at a moment that fits your agenda.

With extensive experience in both tailoring and the retail sector, ROXE Atelier guarantees quality, reliability, and a service that is always tailored to your needs— even when time is of the essence.



# WORKFLOW

To ensure a smooth and error-free collaboration, ROXE Atelier follows the work process below:

## 1. Submitting a request

You can register a repair or alteration request via WhatsApp, email, or—in urgent cases—by phone.

Please provide as much detail as possible, including:

- A description of the garment
- A reference photo (if possible)
- What exactly needs to be repaired or altered
- Your name and contact details (and, if desired, the address for pick-up, delivery, or shipping)

For urgent requests, we kindly ask you to always provide your phone number, so we can act quickly and efficiently.

For regular requests, communication preferably takes place in writing to avoid misunderstandings. If necessary, ROXE Atelier will be the one to contact you by phone.

## 2. Pick-up or delivery of items

**Urgent requests** – If required, a ROXE Atelier staff member will come to your home or location as soon as possible to collect the items, or—if the situation allows—carry out the repair immediately on-site.

**Regular requests** – For standard services, you can make use of our pick-up and delivery service. Together we schedule a time that best fits your agenda, or you can drop off the garment at a pre-arranged point. ROXE Atelier will then collect it during the next round and return it after processing.



### *3. Pinning and measuring*

If you are present at the handover, ROXE Atelier will personally take care of the pinning and measuring.

If you have already done this yourself (for example with pins or clear instructions), a brief handover will be sufficient.

### *4. Execution of the request*

ROXE Atelier carries out all work with the greatest possible care and craftsmanship.

The goal is always to ensure your garment perfectly meets your wishes—whether it concerns a simple shortening or a specialized repair.

### *5. Return of items*

**Emergency service** – Whenever possible, the garment will be returned to you the same day or repaired immediately on-site.

**Regular service** – The garment will be delivered to an agreed address at a scheduled time or sent by post.

In the case of shipping, you will always receive a track & trace link.

### *6. Payment*

For private clients, payment is generally settled immediately after the completion of the service, unless agreed otherwise in advance.

Payment can be made in cash or by card via our portable payment terminal.



# SERVICE RATES

## Repairs:

(The first order will be charged at a promotional rate of 50%)

- Small: €5 – €7.50
- Large: €7.50 – €20
- Complex: from €15

## Alterations:

Small: €5 – €10

Large: €10 – €30

Complex: from €20

## Most common:

Trouser shortening: €15 – €20

Taking in trousers/dress: €15 – €30

## Regular pick-up:

Regular pick-up at pick-up point: €0.00

(Without urgency or time pressure)

Regular pick-up: €2.50

(At a pre-arranged time and location in writing, without time pressure)

(Price per 30 minutes of travel time – max. 1 hour. After that, emergency pick-up rates apply)

## Emergency pick-up:

Travel time under 45 min: €7.50

Travel time from 45 min: €10

Travel time from 90 min: €10 per hour

(Every hour is fully charged)



# TERMS & CONDITIONS

## 1. Pricing Terms

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

## 2. Promotional rate

The promotional rate applies exclusively to the alteration and repair costs of the first order.

Pick-up costs will be fully charged during this period.

## 3. Travel time and emergency rate

Travel time is calculated for both the outward and return journey. Any drop-off costs will be charged the same way as pick-up costs.

The emergency rate applies to pick-ups and drop-offs between 08:00 and 21:00.

Outside these hours, the standard emergency rate is doubled.

## 4. Emergency requests

An emergency request is defined as any request in which the client requires full service within a shortened timeframe confirmed by ROXE Atelier. This may be less than 48 hours, or longer if the complexity of the work demands immediate priority and additional effort. All emergency requests are subject to the emergency rate, regardless of the actual delivery time. ROXE Atelier cannot be held liable for damages, losses, or refunds if unforeseen or personal circumstances prevent the agreed timeframe from being met.

## 5. Shipping service

Shipping costs are invoiced together with the repair or alteration costs.

From the moment the packaged product is handed over to the carrier, ROXE Atelier accepts no liability for loss, damage, or refunds.

## 6. Liability and insurance

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

In cases of incorrect, incomplete, or non-written information leading to errors, loss, or damage of any kind related to the product, ROXE Atelier cannot be held liable.

ROXE Atelier is not obliged to check or verify the information provided and will at all times assume that the information supplied is correct.



# TERMS & CONDITIONS

## 7. Force majeure

*ROXE Atelier cannot be held liable for delays or failure to carry out work if caused by circumstances beyond its control, including but not limited to illness, disruptions in energy or transport services, strikes, natural disasters, or other unforeseen events. In such cases, the execution of the agreement will be suspended until performance can reasonably be resumed.*

## 8. Cancellation and modification of orders

*If an order is cancelled or modified after pick-up, 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 price may also be invoiced.*

## 9. Complaints procedure

*Any complaints regarding completed work or delivered products must be submitted in writing to ROXE Atelier within 7 days of return delivery. After this period, the work will be deemed correct and in accordance with the agreement.*

## 10. 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 when necessary for the execution of the agreement (for example, shipping services for track & trace). ROXE Atelier acts in full compliance with applicable privacy legislation (GDPR).*

## 11. Governing law and jurisdiction

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

## 12. Acceptance of terms

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

ROXE Atelier stands for craftsmanship, speed, and service. We strive to handle every request with the utmost care and to exceed your expectations.

From a small adjustment to an unexpected tear just before an important appointment— you can rely on us.

Our goal is that you never have to go without well-fitted and well-cared-for clothing.

Do you have any questions, or are you facing a clothing issue that needs to be resolved quickly?

Feel free to contact us 24/7:



[www.roxesnooze.com/atelier](http://www.roxesnooze.com/atelier)



Atelier@roxesnooze.com



+31 6 40045178

Sincerely,

ROXE Atelier

Giel van Asten – tailor & Designer.