



## Pricing Guidelines and How to Order

We create two categories of hats for men and women: Ready-to-Wear and Bespoke (custom)  
What you see on this site is READY-to-WEAR

### How to purchase from this site

1. Select the PayPal option for the item
2. Or, send an email to [tonyagrossmillinery@gmail.com](mailto:tonyagrossmillinery@gmail.com) and reference the item.

We can accommodate another payment platform if you do not use Paypal. *tonya gross millinery* accepts cash, check, PayPal, and credit card payments via Square. Tax is based on Chicago's 9.25% rate and shipping charges will be calculated based on your location. These will be added to your total at checkout.

### Delivery of ready-to-wear head wear ordered from this site

If you are in the city of Chicago, we would be happy to hand deliver your hat! Otherwise, please provide a shipping address. Please allow 7-10 days after receipt of payment for your hat to arrive.

### How to Order Bespoke (custom)

Please send all inquiries to [tonyagrossmillinery@gmail.com](mailto:tonyagrossmillinery@gmail.com) and tell us what you need...or want!

Type of work often requested

- cocktail & special occasion
- Kentucky Derby, Royal Ascot
- ready-to-wear, classic shapes in custom colors
- wedding head pieces for bride, mother of the bride, mother of the groom
- tonya gross millinery signature, sculptural pieces in custom colors
- hats for your runway collection
- custom hats for photo shoots

## Payment for Bespoke (custom)

Before we start any custom design, you will receive an estimate of the combined cost of the price and shipping, which includes materials & labor, and an expected delivery date. A 50%, non-refundable deposit, is required for custom work and due at the first fitting to confirm your order.

## Delivery of bespoke head wear

Your cost estimate will include an expected delivery date. A request for a date(s) for a fitting will be included in the delivery schedule.

## Pricing Guidelines

We use a formula to determine a quote based on the amount of work, time and materials are involved to complete your project. Please use the following as a guideline for custom head wear development:

Ready-to-Wear available on the website is price as marked

Couture (custom+ hand-sewn) \$150 USD+ up

Bespoke (custom + hand-sewn + fittings + pattern development + materials) \$175 USD+ up

## Returns- Ready-to-Wear vs Custom; there's a difference

Your satisfaction is our top priority. We guarantee the quality of our products and we want you to be completely satisfied with your purchase. If for any reason you are not completely satisfied with your ready-to-wear purchase when it arrives, please contact us within 7 days. We will be happy to facilitate an exchange or return for the **unworn** hat to ensure your complete satisfaction. While we make every effort to accurately represent work in descriptions and photographs, we ask you to please review each product description before making your purchase. Each piece is one-of-a-kind and sizes will vary. If you are not sure about sizing or what shapes might work for you, please message us for guidance.

You, your taste and your head are unique; if we make a custom hat for you, it's yours because it was made for you. Please note that bespoke, custom head wear is not returnable and therefore non-refundable but will do our best to accommodate your situation.

Looking forward to working with you on your project. Thank you!

*tonya gross millinery*