

Alteria
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ALTERIA

Name _____
Phone _____
Email _____
Address _____

A consultation concerning any piece of work a customer sends us is the first stage of our process and an integral part of what we offer. The consultation is in place to fully inform the customer of any and all options available in the transformation of their piece. We will also advise the customer of any drawbacks or possibilities that may stand in the way of our process reaching the customers desired result. Please feel free to address any concerns having to do with our process.

Price may also be discussed during the consultation if an estimate is requested, but it will be subject to change if the process requires more work to achieve the desired result. The Required Deposit will be covered in the same conversation.

Alteria does not offer refund if the desired effect is not reached or damage results as a part of our process. Garments and linens can have a history unknown to us that prevents our process from being effective. We do have an amazing track record of success.

We ask that any accessories or embellishments the customer does not wish to be affected by our process be removed before sending or dropping off the piece with Alteria.

As a norm we require 2-3 weeks to process an item from the time we receive it until completing our process. This 2-3 week process window does not include shipping times. If a speedier turn around time is desired please discuss the expediting options during the consultation.

All fabrics are constructed from either natural or synthetic materials. Our process and the products we use respond differently to varying compositions. Threading in a piece can repel our process. Once Alteria receives a customer's piece, we will inspect it and discuss any issues that pertain to varying coloring results.

It is important to us that a customers property be returned in a timely fashion. Return shipping or pick-up options will be discussed and confirmed as a part of the Alteria process. We do not store customer property indefinitely. After 90 days any unclaimed customer property may be donated to a charity or clothing drive. We encourage any communication a customer may desire. Establishing trust as a part of the Alteria / Customer relationship is integral to our process.

We pride ourselves on what we offer with Alteria. Please sign this form indicating your understanding and agreement with our terms.

Signature _____
Date _____