

FINAL SALE POLICY

ALL SALES ARE FINAL. NO REFUNDS. NO EXCHANGE. NO CREDIT. NO CANCELATIONS, on all orders, in-store/off the rack purchases, over the phone purchases, and layaway merchandise.

PAYMENT POLICY

Runway Fashions accepts Visa, Master Card, Discover, Cash, as forms of payment for deposits and final payment. American Express and checks are not acceptable forms of payment.

PURCHASE & DEPOSIT POLICY

If you change your mind on your purchase, your money cannot be used towards any other item and will result in total loss of your money. We encourage thoughtful consideration before committing to a purchase.

SIZING POLICY

Please note that the dress you order is not custom made to your measurements, but is the closest size available. We base our size choice on the measurement chart provided by the manufacturer and on your measurements at the time you place your order. To ensure the correct fit, we order your dress based on your largest measurement of your body. Runway Fashions is not responsible for any change in your sizes after the dress has been ordered or after alterations are complete

DRESS CONDITION POLICY

Please be advised that the dress you are purchasing may feature delicate embellishments such as beading, sequins, appliqué, or other decorative elements. These items are prone to detachment or loss. Additionally, the fabric may experience other damage, such as snags, and components like straps, zippers, hooks, or stitches may come undone. Alcohol-based products such as perfume, hairspray, rubbing alcohol, body spray, deodorant, and similar items can cause damage or discoloration if they come into contact with the garment. Runway Fashions does not assume responsibility or provide any guarantees regarding the condition of the dress once it has left the store.

DELIVERY POLICY

Any expected delivery date provided is based on the manufacturer's estimated timeline and is not a guaranteed or exact date.

CUSTOMER RESPONSIBILITY

Runway Fashions holds no responsibility for reminding customers of their payment due date or alteration due dates. We are not liable for any misinformation provided by customers, including but not limited to phone number, wear dates, or schools etc. Additionally, customers agree to indemnify Runway Fashions against any related issues. Furthermore, Runway Fashions does not undertake the responsibility to notify the customer more than once when their ordered merchandise arrives or when dress alterations are complete.

DRESS LOGGING POLICY

Dress logging is offered as a courtesy only. Runway Fashions is not liable for any errors in logging or school-specific tracking. We do not register dresses for homecoming, evening, or pageants.

MERCHANDISE PICKUP & ACCEPTANCE POLICY

Runway Fashions absolves itself of any liability or guarantee regarding damages or the condition of merchandise post-departure from the store. Upon signing the pickup receipt and retrieving your merchandise, you accept its final condition and agree to its state at pickup. This policy extends to alterations performed by Runway Fashions.

30-DAY PICKUP POLICY

All merchandise must be paid for and picked up within 30 days of the purchase date. Failure to pick up your merchandise within the 30 day window will result in total loss of your merchandise and funds.

Should the 30-day window lapse without payment completion or merchandise pickup by the customer, Runway Fashions retains the right to dispose of the merchandise at its discretion.

ORDER AVAILABILITY POLICY

In the event that an item must be ordered, if the merchandise you ordered is not available, we will refund the deposit money that you put down.

PHONE ORDER POLICY

When an order is placed via phone, Runway Fashions cannot assume responsibility for sizing accuracy provided by the customer, as we haven't personally assessed or measured them. Additionally, we cannot be held accountable if a customer chooses a size contrary to our store's measurements or recommendations.

ALTERATION POLICY

We reserve the right to decline alterations based on complexity or time constraints. Customers are welcome to use an alteration service of their choice. Alterations are not guaranteed at the first fitting; additional fittings and adjustments are typically required.

CIRCUMSTANCES BEYOND OUR CONTROL

If there are future labor troubles, restrictive governmental laws or regulations, act of God, pandemics, epidemics, or other reason whether of a like nature or not that is beyond our control, Runway Fashions store policy will remain the same unless otherwise noted by Runway Fashions. All Runway Fashions store policies are subject to change without notice, whenever necessary.