

Couture Measurements and Fittings

Enjoy the comfort and confidence that only custom-fitted clothing can provide. We can create a unique and glamorous look just for you. We can also take measurements and do fittings in the privacy and comfort of your home.

Re-Styling and Embellishments

There are many ways to enhance and turn a simple dress into a stunning gown. We can also re-style a plain white dress into a gorgeous wedding dress. Adding lace, pearls, crystals, sequins, fabric flowers, and embroidery can elevate its elegance and grandeur.

Wedding Dress Alterations

Whether you want to shorten or restyle your wedding dress, our expert dressmakers will tailor your wedding dress to your exact shape, size, and taste. This way, you can feel comfortable and look stunning on your special day. For instance, a dress with a low neckline can instantly look more elegant with a lace chest cover.

Casual Clothes Repair and Alterations

We've all experienced the disappointment of online purchases that look great but don't quite fit. Let us assist you with alterations so you can look and feel your best.

Pattern Making and Sewing Tutorials

For all sewing enthusiasts, we also offer pattern-making services and tutorials for sewing and patternmaking.



HOW IT WORKS: Dressmaking and Alterations

Step 1. Book a Consultation, Pick-up or Tutorial

Go to our Contact Us page and send us a message. Please choose Dressmaking and Alterations from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

Step 2. Consultation, Pick-up or Tutorial

Couture. On the agreed date, we will come to your home at a convenient time and ask you questions to understand your requirements and design preferences. Based on your answers and our expertise, we will present fabrics, colours, samples and design options that work best for you.

Pattern Making. We will also ask you questions to help visualise your design concept.

Repairs and Alterations Pickup. Let us know what needs to be done before we take your clothing for repair or alteration.

Whatever sewing service, we'll take the time to take thorough and exact measurements before providing a quote for your review. We will email you the quotation as soon as possible.

Tutorial on Sewing and Pattern-Making. We will start the tutorial promptly on the scheduled date.

Step 3. Deposit and Final Payment

Orders for couture services must be confirmed long before the agreed delivery date. A 20% deposit is required to confirm the booking. An additional 40% deposit is required if ECF Dressmaking and Alterations provides all the materials to be used. Deadlines for payment of deposit/s and balances will be detailed in the quotation.

Full payment for repairs and alterations must be made before the agreed delivery date. The due date will be specified in the quotation.

The measurement service and patterns must be paid in full before the agreed delivery date. The due date will also be noted in the quotation.

For tutorials, the payment equivalent to the rate for the first two hours is due 7 days before the first session. Subsequent hours are payable after each session.

Step 4. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible. While we do have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher
Bank Name: NAB

BSB No.: 085-005
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

Step 5. Delivery

Couture Services. Before the agreed delivery date, a fitting or two may be required before finalising the dress or gown.

Your measurements will be emailed to you as soon as we receive payment.

Whatever the service, we hope you will be present to accept the delivery or attend scheduled tutorials.

If you need to contact us directly, please email us at ecfresidentialcleaningservices@gmail.com or call us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

FREQUENTLY ASKED QUESTIONS

Booking

Booking Confirmation and T&Cs

ECF Dressmaking and Alterations reserves the right to decline any booking that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

Quotations

The quotation, including GST, will be valid for 30 days.

Do I need an appointment?

You should reserve time for consultations and fittings. Most enquiries can be handled without an appointment.

I confirmed my booking but didn't get confirmation.

If you haven't received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it's not there, please email us at ecfresidentialcleaningservices@gmail.com in case you entered your email incorrectly. You can also call us for assistance.

Can I book over the phone?

We request that all orders and/or bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at ecfresidentialcleaningservices@gmail.com or contact us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

How far in advance do I need to book a consultation, pickup or tutorial?

Depending on the complexity of the design and the skill and availability of the seamstress/tailor, custom dresses and gowns can take days to weeks to complete.

Wedding dress alterations can take 6 to 12 weeks to finish. Sometimes, special materials like crystals must also be ordered well in advance. And it would be best to allow yourself at least a week for dry cleaning before the big day.

So, the sooner you book, the better. We can ensure a seamstress is available to take your order/booking.

What is the turn-around time for clothing alterations and repairs?

We cannot give an accurate timeframe without first inspecting the garment. The turnaround time for alterations depends on many factors, including the material of the garment and the type of alteration.

Do you offer same-day service?

We always strive to complete minor repairs and simple alterations on the same day, but this will depend on the volume of other alteration jobs we have. Complex alterations require more time, and we do need to account for pickup and delivery.

What if I have a short deadline?

Our team is dedicated to making clients' dreams come true. Contact us right away. Openings sometimes become available, and our dressmakers can accommodate additional bookings for custom-made dresses.

Can you accommodate last-minute alterations?

Yes, depending on our schedule, please contact us for more information.

How much time should I allow for a custom-made dress?

It depends on the type of dress you want. Some dresses can take 6 to 12 months to make, from our first consultation to the final fitting. If you have a specific event date in mind, please contact us and book an appointment as soon as possible. This will give us enough time to discuss design ideas and purchase fabrics and accessories.

We can complete tasks more quickly, depending on the circumstances.

Cancellations

We understand that sometimes plans change, and you may need to cancel orders or reschedule tutorial bookings. We will do our best to accommodate your needs. Please let us know as soon as possible if you need any changes.

Couture. Please take note of the following cancellation policies for ordering dresses and gowns:

- Confirmed orders cancelled after the materials for the order have been purchased will forfeit all deposits paid. The purchased materials will be given to the customer.
- Confirmed orders cancelled after sewing has started will incur full payment. The order will still be completed and delivered unless the Client declines.
- Confirmed orders cancelled within 3 to 4 days after the confirmation and before the materials are purchased will forfeit the 20% deposit.

Repair and Alterations. Confirmed orders cancelled after the articles for repair or alterations have been picked up but not yet processed will incur full payment. ECF Dressmaking and Alterations will not accept responsibility for repairs and alterations already done before the cancellation request is received.

Pattern Making. Confirmed orders cancelled within 48 hours after confirmation will incur 50% of the total price. Cancellations beyond 48 hours after confirmation will incur full payment. The patterns will be finished and delivered.

Sewing and Pattern Making Tutorials. Cancellations made within 48 hours before the first session will incur full payment.

Measurement Services must be cancelled 72 hours before the agreed date to avoid incurring full payment.

The Process

What services do you provide?

We can create and alter various types of clothing, especially wedding, formal, and special occasion dresses.

We offer pattern-making as well as tutorials for sewing and pattern-making.

What type of dresses have you made?

I have experience creating various types of dresses and gowns for weddings and formal events. We can email you samples of our work and satisfied clients.

Can you alter ready-made dresses?

We offer alteration services for ready-to-wear dresses and other garments to ensure the perfect fit.

How much do you charge for wedding dress alterations?

The cost ranges from \$200 to \$1000, depending on the required work. The exact price will be provided after a free consultation in your home.

Can you make a dress smaller?

We can usually resize a dress two to three sizes smaller. Some styles are easier to adjust than others, so it's best to contact us to discuss.

Can you fix a dress I bought off the internet that's too small for me?

I can modify and personalise the dress in several ways to create a wedding gown or formal attire that perfectly suits you. Contact us via email or phone for a complimentary consultation.

Can you give me an estimate on how much my dress will cost?

We cannot provide an accurate quote until after the consultation because our pricing depends on various factors, such as garment material, finish, and timeframe.

Can you help me with my measurements?

Yes, we offer professional measuring services. Ordering garments online that fit perfectly can be challenging. It's best to have your measurements ready to match them with standard sizes as closely as possible.

What do I need to have during the couture consultation?

A consultation is all that's needed to begin. We can discuss your ideas and budget to create a gown you'll love for your special day.

On your first consultation, please bring the following: pictures, sketches, ideas, and any research you have done. Include photocopies of photographs and drawings so that we can take notes. For example, you may want the sleeves from one dress and the skirt from another.

How long do alterations take?

The time required for alterations depends on the complexity level and the garment type. The more complex the alterations, the longer they will take. Please inform us

of your preferred timeline for the alterations, and we will do our best to accommodate your request.

How much will it cost?

Our alteration prices vary based on specific requirements and garment construction. Please refer to our price list for more details.

Can you create a gown within my budget?

Our expert designers and consultants will do their best to help you choose the most suitable fabrics while focusing strongly on your budget and design goals. Contact our designers today by phone to get a rough quote.

Can you give me design options?

Our team will provide you with options and make recommendations for your garments.

Can you make me something without a pattern?

If you have a picture of a dress from a magazine, a photo, or even your drawing, our experienced dressmakers will create a pattern for it.

How many fittings do you offer?

We offer as many fittings as you need to ensure your custom-made gown fits perfectly. Most brides require 3-5 fittings, but you can meet with your dressmaker an unlimited number of times.

Do I need to pay for alterations after each fitting?

Alterations during fittings are included in the set price. However, minor additional fees may apply if you change your style dramatically or the fit must be altered significantly.

Why do I need to be present during delivery?

So, you can try on the garment one last time if necessary and receive special laundry instructions from us.

Can you come over on weekends?

We usually don't, but please let us know. We will see what we can do.

Do you do embroidery and beading?

Yes, we use machines for embroidery, but all our beadwork is done by hand.

Can I provide my own fabric for a custom-made dress?

You are permitted to provide any materials that you would like to be used for the dress.

Can you help me choose the fabric?

We can show you fabric samples to help you find the perfect fabric for your dream gown.

How do I know how much fabric I need?

Our team will calculate the amount of fabric your custom dress requires. This is an obligation-free service that we offer to all clients.

Materials

The customer can supply all the clothing materials for her order or choose from suggested samples. ECF Dressmaking and Alterations can also provide or purchase the selected materials for the customer.

Pre-Washing Couture Materials Before Sewing

All materials supplied by the customer or us will be pre-washed before cutting and sewing to allow for shrinkage. Additionally, we will test for colourfastness.

We strive to buy high-quality materials, but some fabrics may shrink more with repeated washings, and some fabrics labelled as colourfast may still bleed. We will share our findings about the fabrics after pre-washing to prevent any issues later.

We will also attach appropriate garment care labels, such as "Wash Separately," "Wash in Cold Water," "Hand Wash," or "Dry Clean Only," to the finished products or orders.

ECF Dressmaking and Alterations will not accept responsibility for any damage caused by improper sorting during laundry.

Payment and Billing

How do I pay?

We accept bank transfer payments only.

To confirm orders for couture services, you must do so well in advance of the agreed delivery date. A 20% deposit is necessary to confirm the booking. If ECF Dressmaking and Alterations supplies all the materials, an additional 40% deposit is required. The deadlines for deposit payments and balances will be specified in the quotation.

Full payment for patterns, repairs and alterations must be made before the agreed delivery date. The due date will be specified in the quotation.

Payment equivalent to the rate for the first two hours is due 7 days before the first tutorial session. Subsequent hours are payable after each session.

How do I get a receipt for my payments?

After we receive confirmation of your payments, we will promptly email you the receipts.

Complaints and Feedback

I'm not happy with the service I got.

We hope it doesn't happen, but we want to know about it if it does. Please email us at ecfresidentialcleaningservices@gmail.com, and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

How do I contact you in case of a legitimate claim?

Please email us at ecfresidentialcleaningservices@gmail.com within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.

