Custom order terms (Custom Made)

Effective from 28 November 2026.

§ 1. What these Terms cover

1. These Terms cover Custom Made orders: jackets and other garments designed and sewn for a specific Customer, to her measurements and chosen specification (fabric, cut, details).
2. The Seller is Maja Źróbecka, with the details given in § 1 of the MiaGiacca Terms and Conditions. I design and run the whole order, and my seamstresses sew it in my workshop in Szczecin.
3. Anything not covered here is governed by the MiaGiacca Terms and Conditions. If these Terms and the order card conflict, the order card prevails, unless these Terms give the Customer more.

§ 2. Editions and sign-ups

1. I accept custom orders in editions a few times a year. Dates, the fabric catalogue and the number of places are announced on the Made to measure page, in the newsletter and on Instagram. An edition usually has 10 places.
2. Joining the waiting list, asking for the catalogue and talking before the consultation are free and carry no obligation.
3. Places are taken in the order in which contracts are concluded (§ 4). When places run out, I may offer the next edition.

§ 3. Consultation, fabric and measurements

1. We start with a consultation: online, in person in Szczecin or during Personalisation Days. We talk about your figure, occasions, colours and details, and I show you the fabrics and trimmings of the current edition.
2. I take the measurements in person, or the Customer takes them herself following my step-by-step instructions (about 14 measurements). I may ask for photos of the figure in a fitted garment or for extra measurements if something is unclear.
3. The Customer is responsible for measurements taken by herself or by a person she indicates. Before cutting, I check them for typical mistakes and ask if something does not add up.
4. Couture fabrics are limited. If the chosen tweed runs out at the supplier before the contract is concluded, I propose the closest alternative.

§ 4. Order card and concluding the contract

1. After the consultation I prepare an order card. It contains: the model and description of the cut, the fabric and lining, details (buttons, trimmings, pockets), the Customer’s measurements and the finished garment’s measurements with permitted tolerances, the price, payment method and deadline, the expected completion date and the delivery method.
2. I send the card as a PDF together with these Terms and the information that there is no right of withdrawal for an order made to the Customer’s specifications (§ 9).
3. The contract is concluded when the Customer accepts the card (a reply by e-mail or message saying „I accept”, or a signature on paper) and pays the full price under § 5. I confirm the contract by e-mail.

4. Until cutting, we can change the card together. Each change is confirmed with a new version of the card as a PDF.

§ 5. Price and payment

1. The price is set individually and stated in the order card as a gross price (including VAT). Custom Made jackets start at PLN 4,900. The price depends on the fabric, cut and details.
2. Payment: 100% of the price. Payment by bank transfer to the details on the order card, by a Stripe payment link or with a MiaGiacca gift card.
3. If the Customer has booked a place at Personalisation Days, the booking fee is deducted from the price of an order in the same edition.
4. The shipping cost is stated in the order card. For deliveries outside the European Union, customs duties and import taxes are paid by the recipient.
5. I issue the invoice once the payment is received.

§ 6. Completion time

1. Completion usually takes 6–8 weeks from the close of sign-ups for the edition. The exact expected dispatch or collection date is stated in the order card.
2. The time runs from the conclusion of the contract and confirmation of the measurements. If I am waiting for missing measurements, photos or a decision from the Customer, the date moves by that waiting time. I let the Customer know by e-mail.
3. If I miss the date in the order card, the Customer may set me an additional, appropriate period and, if that also passes, withdraw from the contract and receive a refund of all payments.

§ 7. Fitting and alterations

1. If agreed, we arrange a fitting at the workshop in Szczecin or during Personalisation Days before the jacket is finished. A fitting is not compulsory. Without it, I sew to the measurements in the card.
2. After receiving the jacket, the Customer has 30 days to ask for a fit alteration (e.g. sleeve length, moving a button, slight taking in). I make one such alteration free of charge, including sending the jacket back to the Customer.
3. If the finished jacket differs from the order card by more than the tolerances in § 10 allow (e.g. the sleeve is shorter than the measurement in the card), the error is the workshop’s. I correct it at my cost as a complaint (§ 10). If the jacket matches the card but does not fit well because the Customer gave incorrect measurements, the alteration is not a complaint and para. 2 applies.
4. Changes to the cut after cutting or after sewing is finished that do not follow from the card (e.g. „I would prefer it shorter after all”) are priced separately, if feasible.

§ 8. Collection and delivery

1. I send the finished order by courier to the address in the card, or the Customer collects it in person at the workshop by appointment.
2. The risk of loss or damage passes to the Customer when the parcel is handed to her or to a person she indicates.

§ 9. No right of withdrawal

1. A custom order is made to the Customer’s specifications and for her individual needs. Therefore, even when concluded online, the 14-day right of withdrawal does not apply to it (Article 16(c) of Directive 2011/83/EU; Article 38(1)(3) of the Polish Consumer Rights Act).
2. This does not limit the Customer’s rights under § 6 para. 3 (delay) or § 10 (complaints).

§ 10. Complaints and tolerances

1. I am liable for the conformity of the order with the contract for 2 years from delivery, under § 9 of the MiaGiacca Terms and Conditions. Conformity is assessed against the order card.
2. The finished garment’s measurements may differ from those in the card by ±1 cm on lengths (e.g. jacket or sleeve length) and ±2 cm on girths. Such a difference is not a defect.
3. Characteristics of tweed are not defects: small differences in pattern placement, batch shade and texture, nor is a lack of conformity resulting from incorrect measurements taken by the Customer.
4. I repair first (a tailoring alteration). If repair is impossible or unsuccessful, the Customer may request a price reduction or, for a significant lack of conformity, withdraw from the contract. I reply to a complaint within 14 days. I cover the cost of sending the garment for a complaint.

§ 11. Cancellation and changes after the contract

1. Until the fabric is ordered from the supplier or cut, whichever comes first, the Customer may cancel the order. I then refund the payments within 14 days, less the documented cost of fabric and trimmings already bought for that Customer.
2. Cancellation is not possible after cutting, because the fabric has already been cut to the Customer’s measurements.
3. If, for reasons beyond my control, the chosen fabric becomes unavailable, I propose an alternative. If the Customer does not accept it, I refund all payments.
4. If for important reasons (e.g. illness in the workshop) I cannot complete the order, I inform the Customer without delay and refund all payments.

§ 12. Final provisions

1. I keep the Customer’s measurements and photos in the workshop records to complete the order, and for future orders if the Customer agrees. Details are in the Privacy Policy.
2. I publish photos of the finished garment on the Customer only with her separate consent.
3. These Terms are effective from 28 November 2026. Each order is governed by the version in force on the day the contract was concluded, attached to the order card.