

How to Order

Enchanted Evening is a highly respected, full-service bridal salon that has been in business for more than 20 years. We understand that ordering your bridal gown and your bridesmaid gowns is an important decision and we encourage you to contact us to schedule an appointment or to ask any questions you may have.

Please follow the guidelines below to ensure a smooth order and delivery process of your bridal and bridesmaid gowns.

Get a Price Quote

If you haven't already done so, please contact us for a price quote. You will need to know the manufacturer's name and the style number of the gown(s) you are interested in.

You may get a price quote by one of the following methods:

phone 717.274.2457
fax 717.274.5060
email enceve@nbn.net

Our staff looks forward to servicing you.

Determine the Right Size

We strongly recommend having your measurements taken by a professional. Measurements should be taken in the undergarments that you plan to wear with your gown. We strongly advise that you do not take the measurements yourself. Have someone help you and refer to the "how to measure" link.

Keep your measurements handy and refer to the size charts on our site to determine the right size to order. Please be aware that some companies do charge a slightly higher fee for plus sizing i.e. size 18 and larger. We will notify you if there are any additional charges.

Please note that Enchanted Evening can not be responsible for measurements taken outside our salon. You are responsible for ordering the correct size.

When to Order

Orders for bridal gowns should be placed at least 8-12 months from the wedding date. Rush delivery is available for an additional charge.

Orders for bridesmaid, flower girl, and mother of the bride gowns should be placed at least 14-21 weeks before the wedding date. Rush delivery is available for an additional charge.

We recommend placing an order as soon as possible to allow enough time for shipping and alterations, if necessary.

Bridesmaid Gowns

We strongly advise placing the order for all of your bridesmaid gowns at the same time. This is to ensure that all the dresses are cut from the same bolt of fabric. Making all the dresses from the same bolt is important because the color and weave of the fabric can vary slightly across bolts. We want everything to look perfect for you on your special day!

Placing an Order

You may contact us in one of the following ways to place your order:

phone 717.274.2457
fax 717.274.5060
email enceve@nbn.net

Please have the designer name, style number, colors, and sizes ready. If faxing or emailing your order to us, please use the order form posted on our website. Our staff will gladly provide you with confirmation of the order - which you must review, sign, and fax back to complete your order. Your order will not be placed until we receive your signature on the confirmation form.

We will confirm all orders within 3 business days of receiving them. Please note – shipping dates change on a weekly basis. Should your wedding date be too close to the shipping date to process your order, we will contact you immediately.

Once the order is confirmed, all sales and orders are FINAL. We will place your order immediately to ensure the timely delivery of your gowns.

However, **we cannot accept any changes once the order is placed.** Be certain of your style selection, color, and sizes before placing the order.

Payment Information

We accept Visa, MasterCard, and Discover.

50% of the total is due upon ordering. You have 30 days after the gowns arrive in store to pay the remaining balance and pick up your gown(s).

We can not refund any portion of your payment or accommodate any exchanges. All sales are final.

Shipping

We ship to within the continental United States. There is an additional fee of \$15.00 per gown for shipping. Our preferred method of shipment is by United States Postal Service. We do insure your package for the full value of the gown as well as provide signature and delivery confirmation.

Arrival of your Order

Once your order arrives at the salon, we will verify that the order is correct and the gowns are in perfect condition for you. We will then email you notification that your order is in store. Other information such as final payment and pick-up date will also be included in the email.

Customer Service

Our bridal staff is always available to assist you should you have any questions. You may contact us as follows:

phone 717.274.2457
fax 717.274.5060
email enceve@nbn.net

Store Hours:
Sunday –Monday: Closed
Tuesday: 10:00 a.m. – 7:00 p.m.
Wednesday, Thursday, Friday: 10:00 a.m. – 6:00 p.m.
Saturday : 10:00 a.m. – 5:00 p.m.