

Aug. 16, 2003

"To a Very Professional, Kind, and Courteous
Lady" --- Christina ---

First of all, from the bottom of my heart ---
thank you so very much for making my daughter's
Wedding Day so special and perfect for me.

It didn't start out that way. It began as
every mother's nightmare.

I met Christina on Tuesday, June 17, 2003, through
the recommendation of a dear friend.

I had purchased a beautiful and very expensive
black beaded ball gown, from an establishment in
Huntington Valley, from which I have purchased
all my special occasion clothing for many years.

I needed alterations, so they sent me to a
tailor in the area, of whom, I had never met
and had no knowledge of her expertise, but they
sent me to her, so I trusted their judgement and
assumed, she knew what she was doing, since
she consistently said, "she was a professional".

To my incredible disappointment and utter shock
I made several trips to her business, but my
dress was ruined. The tailor hemmed the dress
completely uneven. She had cut all the fabric off
and threw it away, and also had made the top of
the dress too tight.

So now, she had to release the top and in doing so she ripped the organza and messed up the beading, as well. My beautiful gown was a disaster!!

The "professional" said she wouldn't charge me for the alterations, because she knew she had screwed up my dress, but that didn't make me feel better. I would have preferred to pay and have my dress perfect!

The day I walked into Chiarina's shop, I was at a point of tears. She assured me that "she would do the best job she could do" to fix my dress, but she did better than that. Chiarina did a magnificent job on it! My dress was shorter than it was supposed to have been, but it looked absolutely gorgeous, thanks to her. She worked on my gown up until 1 1/2 weeks before my daughter's wedding, fixing all the mistakes of the other tailor.

I called the store where I bought my dress. They did nothing and never returned my call. So to say, I would never go in there again, nor would I recommend them to anyone. I sent many people to them in the past, no more!!

On a more positive note, Chiarina, again, thank you, thank you!! I will never forget what you did for me and will be back again in the future. Your work and professionalism are impeccable! I wish I had met you sooner! Much appreciation, Ann Marie
Francis