



[www.1step2heaven.co.uk](http://www.1step2heaven.co.uk)



[www.ido.uk.com](http://www.ido.uk.com)



*Elegancia Laila*

[www.elegancialaila.co.uk](http://www.elegancialaila.co.uk)



PO Box 618, Isleworth, Middlesex, TW7 9DB

# What's so different from us to other lingerie outlets?

1Step2Heaven.co.uk aim is to give a fresh perspective to a wider audience into the lingerie world. A more diverse range of products than most outlets, catering for woman with petit frames up to plus sizes ensuring a highly desirable look. Every woman deserves to feel special and wear fabulous lingerie.

1Step2Heaven.co.uk wishes to give as many women as possible the chance to be part of this fashion with beautiful styled clothing. 1step2heaven is fast growing company, changing every time, to bring new products, colours design to all over the world with competitive price.

1Step2Heaven has also has its own brand of formal dress and wedding dress and distributes to other outlets. We also offer customers the service to get their formal and wedding dress customised.

We know it won't be every day that you will want to sink into a teddy, which gets everyone's blood pumping. Instead, a corset may take your fancy. For that sexy everyday feel our selection of sexy panties are perfect. Or for some all-out naughtiness our body stockings are enough to light up any evening.

Our colours range from smooth and sexy black, to bold prints and seductive reds. You will get to know the right colour for your skin tone with time. It's fun to play around with different types of lingerie so why not treat your self today?

We promise that we will keep bringing eclectic sets of lingerie for you so instead of having to save our lingerie for a specific day; 1step2heaven can be for your everyday.

1step2heaven Shopping are stockists of Genuine Lingerie, Corsets and Club wear. Our established shop is updated daily to bring you the best quality and value club wear and lingerie from around the world.

## Our Product Range

Accessories  
Babydoll  
Body Stockings  
Bra Set  
Bridal Lingerie  
Camisole  
Chemise  
Clubwear  
Corset & Bustiers  
Costume

Christmas  
Formal Dress  
G-strings & Panties  
Long Gowns  
Matching Set  
Maternity  
Plus Size  
Robes & Pyjamas  
Shoes  
Stocking & Tights

Swimwear  
Stocking & Tights  
Teddies  
Valentine  
Vinyl & Leather

## Available Sizes

One Size, Small to Large XL through to 6XL on selected products

- Fast and Free Delivery
- High Quality
- Competitive Price
- Reliable After-Sales



# Lingerie









# Corsets





# Swimwear



## Size Chart

A = Bust - Measure around the fullest part of your bust

B = Waist - Measure around the smallest part of your waist

C = Hips - Measure around the widest part of your hips

D = Length - Measure from the top of the shoulder, through the nipple, to the floor including the height of your shoes

E = Under Bust - Measure around under your bust

F = Nipple to Nipple - The measurement between your two nipples

G = Shoulder to Nipple - Measure from the top of the shoulder to nipple

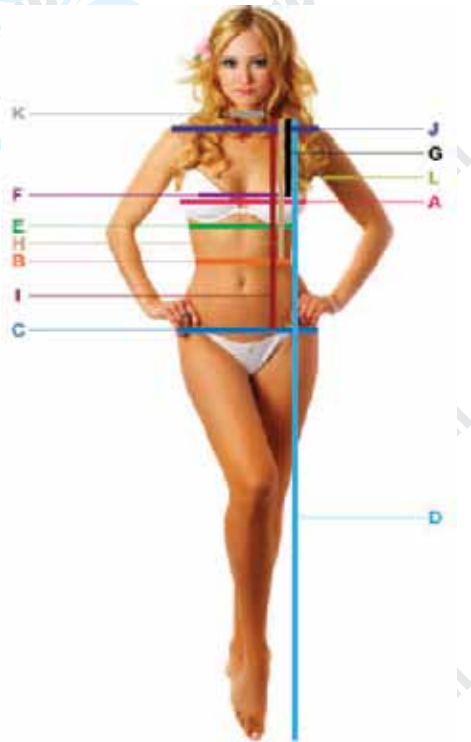
H = Shoulder to Waist - Measure from top of the shoulder through the nipple to the waist

I = Shoulder to Hips - Measure from top of the shoulder through the nipple to hips

J = Shoulder to Shoulder - Measure your shoulder width from the back

K = Neck - Measure around the fullest part of your neck

L = Bicep - Measure around the widest part of your arm



Size	XS	S	M	L	XL
Bust	31-33	33-35	35-37	38-40	40-42
Waist	23-25	25-27	27-29	30-32	33-35
Low Hip	33-35	35-37	38-40	40-43	43-45
Midriff	28-29	29-30	30-31	31-32	32-34





## Elegancia Laila

At Elegancia Laila our intention is not for our customers to buy one product and feel that we fall short in proving other types of sexy trendy fashion wear. Our loyalty is to our customers and we do our utmost to get you latest fashion wear of all occasions. We not only handpick the latest and hottest fashions for you, we also deliver high quality products to ensure 100% customer satisfaction.

Browsing through Elegancia Laila you will see our distinct sections; Tops, Dress, Jumper etc. We have all the latest celebrity inspired trends straight from the catwalk. Dress to suit your mood with Sexy pencils, seductive mini dress. Stand out from the crowds with our latest tops. Why not treat yourself today and embrace the on-trend with layer up chunky cardigans in the latest styles or choose from a retro leather jacket, Faux Fur, whatever you fancy we have it.

Our promise to you we will keep bringing you the hottest fashion out there, so refresh your wardrobe be with the trend this season, be the first to wear these items.





*Elegancia Laila*



## Size Chart

Size	Bust	Cup size	Waist	Hips	Dress Size
Small	32-34	A-B	23-25	34-36	06
Medium	34-37	B-C	25-28	36-39	10-c
Large	37-40	C	28-31	39-41	14



[www.ido.uk.com](http://www.ido.uk.com)



Weddings are major events in one's lifetime. At Ido.uk.com, every bride has the perfect opportunity to choose a wedding dress from our glamorous range. We believe our website is the solution for your thoughts and dreams, where other outlets come close, we aim to fulfil and turn your dreams into reality.

Ido.uk.com is a professional company and experienced wedding dress manufacturer. We offer custom made dresses from our extensive collection of prom dresses, evening dresses, flower girl dresses formal dresses, wedding dresses, ball gowns, cocktail dresses and wedding accessories in various styles.

Ido.uk.com do retail business and OEM, all products are made by our factory with high quality fabric, excellent hand-bead, perfect cutting sewing, several design styles, and the most reasonable prices you can get anywhere. All products are quality inspected before dispatched with a reliable shipping company.





Please read the information below clearly and ask all your questions before you submit the form. Materials include high quality bridal satin. Other fabrics we use include chiffon, taffeta and organza.

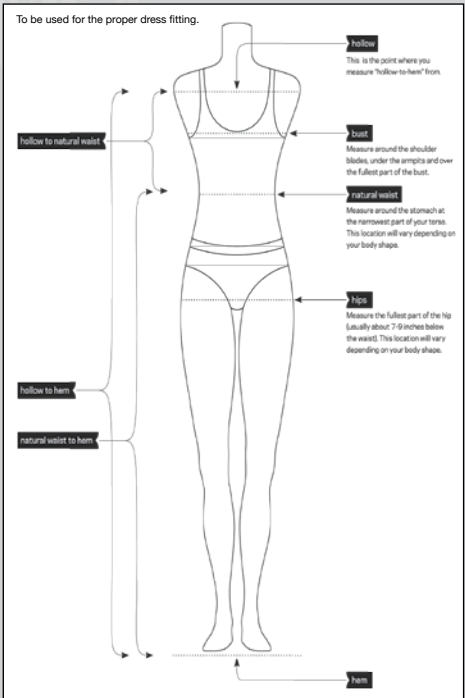
All our dresses are custom made, therefore please compare your measurements carefully with the sizes in the chart below to decide what size you need. We can make the dress specifically to your measurements if none of the standard sizes fit you. Please measure yourself carefully and tell us your measurements (bust, waist, hips and hollow to hem). We usually make arrangements for sending the dresses as soon as payment is received.

## Wedding / Formal Dress Size Chart

Please note all wedding dresses are 59" long from hollow to hem.

Shorter lengths may be ordered free of charge however extra length is charged extra but please feel free to contact us for all pricing.

When you make an order on the Site your order will be subject to acceptance in accordance with this terms and conditions. We will send you an email confirming receipt of your order; you may, for time to time, access to the Site to track your order. Please note that the confirmation email is not a contract confirmation or order acceptance from us. A contract between you and us for the sale of our products will only exist once your order has been processed and dispatched. We do not accept returns or exchanges on any custom sized dresses, dresses that were custom made, dresses that are ordered in custom colour choice, rush delivered items or merchandise that has been altered from its original design per the customer's request.



## Dress Measurement Form

Dress type:	Date:	Colour:
Name:	Surname:	
Address:		Postcode:
Phone:	Email:	
Bust:	Waist:	Hip:
Hollow to Natural Waist:	Natural Waist to Hem:	Hollow to Hem:
Bra & Cup:	Height:	Dress Size:
Additional notes:		

Most manufacturers suggest ordering extra length if 5'7" or taller. Heel height may be an important factor. Please do not guess at sizes. Have your measurements taken by a Formal Wear Specialist or your local clothier. For accuracy, measurements should be taken in your bra and panties, not over your clothing. Please return measurements promptly.

## 1. Delivery Information

- 1.1 Some postal addresses in Northern Ireland, some offshore islands and some remote areas of Great Britain may not be covered by our delivery services and we may not be able to arrange delivery of some items to such addresses. You will be notified of this when you place your order.
- 1.2 Whilst we make every effort to deliver goods on the day we specify, we cannot guarantee delivery on that day or accept liability for deliveries made outside this timescale. This also applies to products sent direct from our manufacturers. We cannot accept liability for out of pocket expenses or other costs incurred due to failed or delayed deliveries.
- 1.3 All items are subject to stock availability.
- 1.4 When we deliver your items to you may be asked to sign for the goods to acknowledge that you have received them.
- 1.5 Please note that if you wish to return goods under our Approval guarantee, you have 14 days from receipt of the goods to return them to us. For further information on returns and exceptions to our home approval guarantee please see the Returns section.
- 1.6 If an item is faulty please contact us and we will arrange an appropriate remedy.

## Shipping & Returns

Postage costs are clearly shown before you complete your order

Delivery Schedule

Please allow 1-2 days for order processing.

Most orders are delivered within 3 to 5 working days.

Please note we do not stock all item and sizes, they can be ordered on customers request as we are new in Business and based online we do not have large capacity of storing, however stocks can be order on customers request and we would aim to get them to our customers within 28 days.

If an item is out of stock, we will notify you of this and offer you the choice of waiting, choosing an alternative item of equal value or refunding that part of your order.

## Shipping

We will send an e-mail to let you know your order has been processed and despatched. All Orders must be signed for at the point of delivery.

Orders typically take between 2 and 5 days to arrive. If an item is out of stock or then delivery may take up to 28 days. If the is likely to be any sort of delay with your order, we will notify you by email or phone at the earliest opportunity to give you the choice of ordering an alternative item in stock, or refunding your purchase.

Nearly all orders arrive within a few days, however please allow up to 28 days for delivery of back-ordered or personalised items. Courier delivery can be arranged for an additional cost. Please contact us for further information.

## Returns and Refunds

If unhappy with any of our products or aspect of our service please let us know quickly so that we can resolve the problem. Don't Get Mad Get in touch. Please contact us via email [queries@eleganciailala.co.uk](mailto:queries@eleganciailala.co.uk) or telephone us on 07415519947. Our Office is open between 0800 and 1600 Monday-Saturday Excluding Bank Holidays.

Please contact us before returning an item. If there has been an error on our part or the item is defective, we will try to replace it, if not possible then we will refund in full. If you wish to return your purchase up to 5 days after delivery and there has been no error on our part, return will be at customers expense and we will refund the purchase price of the item only (we will deduct POSTAGE COST based on actual Royal Mail price list). These items must have been tried on over underclothes, be in the original packaging, in saleable condition. Items are checked thoroughly on return. Used items and items smelling of smoke, deodorant etc will NOT be refunded.

You are strongly advised to use signed-for (recorded) delivery when returning orders - we will not be held responsible for returns that go missing in the post.

International customers wishing to return items for exchange or refund must do so at their own cost. Orders cancelled within 24 hours of being placed are subject to a 2.5% charge to cover credit card fees.

IN THE FIRST INSTANCE, PLEASE CONTACT US TO OBTAIN A RETURNS-TICKET AND FULL SHIPPING ADDRESS.

Please remember to include your original order number when communicating with us.

### Unacceptable Returns

If you return an item to us outside the terms of our returns policy we may not refund you. The item/s may be returned back to you at your expense. You will be notified of this and any other associated charges. If you send the item back to us again, or refuse to accept delivery, this will be deemed to be an irreversible instruction for us to dispose of your goods without further notice. Please note: Disposal will not constitute any admission on our part that we have failed in any way to honour our obligations to you in full and will not constitute any unlawful action against the goods.

We are a hardworking team of people with a genuine commitment to our customers. We endeavour to answer all queries and be as helpful as possible, if you have contacted us and not received a reply it will be due to an oversight or missing email so please try again.

## PRIVACY POLICY

Please make sure that you have read and understood our Privacy Policy which explains how we safeguard any data which you provide to us in order for us to fulfil your online order.

### 1. General

- 1.1 The use of our site and any contracts formed are governed by English law. Overseas orders will not be accepted.
- 1.2 All products are sold on the basis that they are for personal, domestic use only.
- 1.3 All intellectual property rights (including use of trade marks) shall be solely owned by us. You are permitted only to use material on this website as expressly authorised by Elegancia Laila.
- 1.4 Any unauthorised use of material on this site is strictly prohibited.
- 1.5 We will use reasonable endeavours to verify the accuracy of any product or pricing information which we place on the site but we make no warranties (whether express or implied) in relation to the accuracy of such information).

### 2. Copyright

- 2.1 We are the operators of this website, and the contents of it are either our property. We are the owners of the compilation of information in this website.
- 2.2 Our rights, and those of our affiliates and suppliers, are protected by UK, European, and International intellectual property laws, including those for the protection of copyrights, trademarks, and database rights. Misuse of this website may incur civil liability or attract criminal sanctions.
- 2.3 We grant you a limited, non-exclusive and revocable licence to access our website for the purposes of browsing our (or our affiliates) product offer(s), ordering goods or services from us (or our affiliates), or obtaining contact information for us (or our affiliates).
- 2.4 Your licence to access our website does not extend to any commercial use of our website, or to any use of our website whatsoever which is for the benefit of any commercial entity other than us (or our affiliates).
- 2.5 You are expressly not permitted to download any part of our site (other than by reason of automatic page caching), to amend or modify it or any part of it, to reproduce or copy, sell (including any resale), or otherwise exploit our website (or any part of it) for any purpose other than as set out above, nor are you permitted to frame our website or to link to any element of it other than the homepage.
- 2.6 You are permitted to link to our homepage, provided that the link is not misleading, false, derogatory, or otherwise prejudicial to our (or our affiliates) suppliers interests, but you are expressly not permitted to use any of our logos or graphics either as or in connection with such a link.

### Safety of your details

How safe are my transactions?

Elegancia Laila takes the security of your details very seriously. We use industry standard encryption methods to deter would-be hackers. 'Encryption' turns your information into a special code that only Very computers can unscramble.

### Fraud Prevention

For everyone's protection, we check the details of every first order with the fraud prevention agencies and these checks may be repeated with future orders. The Group Companies may also use the information you have given, or which the Group Companies already holds about you.

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.

Law enforcement agencies may access and use this information.

### From Direct Mail

If you do not want to receive mailings from Elegancia Laila, please write to Elegancia Laila PO Box 618, Isleworth, Middlesex, TW7 9DB and state your wish to be removed from the direct mailing list. For promotional emails please allow up to 14 days for us to process your request. For Direct Mail please allow up to 2-3 days.

*What information do you collect about me and why?*

We collect the information you supply to us through enquiry and registration forms and every time you e-mail us. We also collect information automatically about your visit to our site. The information obtained in this way is only used in aggregate form and as such cannot be used to identify you. This aggregate information is used to build up marketing profiles aid strategic development and audit usage of the site. We do not send out any unsolicited marketing material to any of our customers.

### Cookies

In order that we can monitor and improve the site, we may gather certain information about you when you use it, including details of your domain name and IP (Internet Provider) address, operating system and browser.

A cookie is an element of data that a web site can send to your browser, which may then store it on your system. Cookies allow us to understand how you browse, search and navigate our website and which products, pages and advertisements you have viewed. We use cookies to make our web site more user friendly to give you a better experience when you return to our web site by, for example, allowing us to save your password so that you do not have to re-enter it every time you visit and to target our marketing promotions to you.

By using cookies, we can see the products and services you are interested in when you browse our website.

Cookies are used to enable you to make purchases and store items in your basket whilst on the site. Please note, if your browser is set to reject cookies then unfortunately you will not be able to shop from our website. Most web browsers automatically accept cookies. You do not have to accept cookies, and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie. This will give you the opportunity to decide whether to accept it or not.

For further information about cookies and how they are used, please visit [www.aboutcookies.org](http://www.aboutcookies.org)



## TERMS & CONDITIONS

### Agreement

by ordering from the elegancia.laila.co.uk website you are acknowledging that you understand and agree to these terms and conditions.

### Delivery Schedule

- Please allow 1-2 days for order processing a.
- Most orders are delivered within 3 to 5 working days.

Please note we do not stock all item and sizes, they can be ordered on customers request as we are new in Business and based online we do not have large capacity of storing, however stocks can be order on customers request and we would aim to get them to our customers within 28 days.

If an item is out of stock, we will notify you of this and offer you the choice of waiting, choosing an alternative item of equal value or refunding that part of your order.

These Terms and Conditions are applicable every time you access our website and/or order goods from our website. Please note that these Terms and Conditions also incorporate the following sections which we advise that you read:

Before proceeding with an order you will be required to show that you have read and understood the following terms and conditions. We recommend that you print a copy of these Terms and Conditions for your future reference.

1. Ownership
  - 1.1 This site is owned by and operated by Elegancia Laila.
  - 1.2 All rights in this website are owned by us. Any unauthorised use, copying or modification is prohibited.
2. Ordering Goods
  - 2.1 All orders placed through our website will be subject to our acceptance of the order.
  - 2.2 When you submit an order to us on our website you will receive a 'bounce back' confirmatory email of this order saying that we are processing your order. You will then receive a second email from us acknowledging your order and giving you estimated timescales for delivery. You should check both emails for accuracy and let us know immediately if there are any errors. Neither of these emails constitute acceptance of the order by us. Your order will be accepted by us (and a contract will then be formed between us) when we despatch the goods to you. Title to the goods will pass to you on delivery.
  - 2.3 Promotional codes are codes that enable customers to obtain benefits such as discounts, free delivery and free gifts. These codes are non-transferable so may only be used by the person to whom they are issued and must only be used in accordance with their terms and conditions of use. If you use a promotional code to claim a promotional benefit, you must first check that it was issued to you and that you are eligible to use it. By using it to claim a promotional benefit you will be confirming that:-
    - i. you are entitled to use the code;
    - ii. you meet all the conditions that apply to its use;
    - iii. you agree to the terms set out below.

If, before accepting your order, we find that you are not entitled to use the code or do not meet all the terms and conditions of its use, we may reject your order or alternatively process it without the promotional benefit being applied. If, after accepting your order, we find that you were not entitled to use the code or did not meet all the terms and conditions of its use, we may reverse the benefit that you obtained. If you transacted on a cash basis e.g. by debit or credit card, we may take a further payment, equivalent to the value of the benefit obtained, from the card used. If you transacted on a credit basis, the value of the benefit obtained may be charged to your credit account.

- 2.4 Should you wish to cancel your order or return any goods, please go to the Returns section for further information.
- 2.5 Please note, you are responsible for all purchases made on your account and are personally liable for all the outstanding balance.
3. Processing your orders and payment
  - 3.1 Whilst it is our intention to keep our website up to date and error free, product description or pricing errors may occur. If we discover such an error after you have submitted an order to us, we will contact you prior to accepting your order with the correct details. You may then either cancel your order or re-confirm it based on the correct information. If we are unable to contact you, we will treat your order as cancelled.
  - 3.2 All prices shown on our website are inclusive of VAT. Delivery charges are clearly highlighted throughout the site. For further information on delivery charges see the Delivery section.

### Order Acceptance

Your order will be accepted by us, and a contract will then be formed between us, when we despatch the goods to you.

### Sizing

Please check size of item is correct prior to buying, rectifying a mistake is costly and time consuming and may not be possible. Please view our Size Charts page with the heading link on our site. Please note the difference in sizing systems between UK Europe and USA.



## **Contact Us**

By email at  
[info@1step2heaven.co.uk](mailto:info@1step2heaven.co.uk)  
[queries@elegancialaila.co.uk](mailto:queries@elegancialaila.co.uk)  
[queries@ido.uk.com](mailto:queries@ido.uk.com)

We will respond to you within 24 hours. If you need an urgent reply,  
please call us and one of our Advisors will be happy to help you

Simply phone 1STEP2HEAVEN on 07415519947  
from anywhere in the United Kingdom.  
Lines are open 9am - 5pm and Saturday 9am -12pm

[www.1step2heaven.co.uk](http://www.1step2heaven.co.uk)  
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