

I can't say enough about the care, concern and overall wonderful treatment I received from the staff at Lili Bridals! I came to Lisa Litt and company with a few challenges right off the bat and Lisa helped me knock them down one by one. She helped make my wedding day dreams come true and became a true friend in the process...an unexpected blessing, to be sure!

It was early March and my father had just been diagnosed with cancer so my wedding date had to be moved up to July (and back to his home in Chicago) in the hopes that he could participate. I started scrambling to all the local bridal salons but wasn't finding anything I really liked nor was I receiving the best service. I was told over and over again that, due to the short time period, I was going to have to buy something off the rack, have it cut down to size and, ultimately, just take what I could get. I was willing to compromise on my "dream dress" due to the circumstances but I didn't want to do business with the personalities I had met thus far. So, I kept searching...for the right dress...and the right people.

I had seen a photo of a Rivini dress I liked but none of the local shops had it on the rack. I decided to take a stab in the dark and email a not-so-local shop I had happened upon while surfing the web. Maybe they would have the dress in stock. Maybe they would have some helpful suggestions. Maybe they would simply be nice and courteous. Were they ever...

That evening I emailed Lili Bridals, some 40+ miles from my home, explaining that I was getting married out of state in four months, was searching for a specific dress and wondered if there was any way they could help me. My request was answered the very next morning by the owner herself, Lisa Litt. With great compassion and understanding for my situation, Lisa said not only would she be happy to help but that she had the Rivini dress on the rack! Her gracious email and warm-hearted approach felt like it came from an old friend rather than a responsive business owner. She won me over instantly. I didn't care how far away Lili Bridals was from my home, I was going out there to find a dress—my dress—and I just *knew* Lisa was going to help make that happen.

I walked into Lisa's shop a few days later and was instantly greeted by a warm smile and a huge hug! Lisa said she knew who I was right away! (Okay, Lisa's very perceptive but it may have helped that my email username is "irishred" and I have a flaming mane of red hair.) I was so impressed with her warmth and genuine spirit. She really did treat me like a dear friend right away and seemed as emotionally invested in helping solve my dilemma as I was. I will always remember that moment, her caring and understanding touched me so deeply.

Lisa led me to a dressing room where the Rivini dress was waiting. Gorgeous. She walked me through the shop and helped me choose some other styles and colors for

comparison. She really listened to what I saying and showed me several options that all fit the bill. Lisa made it clear that I didn't have to settle for anything. There was a way to get whatever dress I wanted, custom made with the fabric and color of my choosing. She told me right upfront that it would cost a bit more to rush it, but that it could be done. Lisa was direct, honest and extremely helpful. The "dream dress" was becoming a reality.

One more visit a few days later to confirm my choice and the Rivini dress was sold! Lisa called the designers in Canada while I was right there in the salon to confirm exactly what the dress would cost, that we could get it in time and to request they overnight swatches of different colors so I could get exactly what I wanted. Lisa even offered to pick up some of the extra charges for me. Her generosity was so appreciated and her attention to detail made me feel so comfortable. I knew she would stay on top of every aspect of this purchase and keep me informed along the way. Lisa did just that. I didn't have to worry about anything.

I must add that the entire staff welcomed me that day, and *every day* I stepped foot in the salon. I so appreciated their support and opinions... and their excitement! From the salespeople to the talented seamstresses, they were all there for me...as I'm certain they are for all their customers.

As a bonus, that same day Lisa was hosting a Lori London trunk show in the salon and I was fortunate enough to work with one of their designers who helped me determine all the veil, hairpiece and jewelry choices...all in about 30 minutes! I was thrilled!

Cut to the chase. Dress came in on time and looked stunning! Sonya, a fantastic seamstress, worked like lightning to perfectly fit the dress. She was so knowledgeable, patient and accommodating. I felt so confident and beautiful in that dress! Lisa and company had the dress pressed and beautifully packed for the trip back east. They were ready to overnight the dress for me but I opted to hand carry it on the plane (interesting story...for another time) and was thrilled when we, and the dress, arrived in near perfect condition!

The wedding day was fantastic and Dad made it to walk his daughter down the aisle!!! He thought the dress was stunning...and it was...and so was he!

I truly wish I could get married again, to the same person of course, just to have an excuse to go back and work with Lisa and her wonderful team at Lili Bridals again. I recommend them whole-heartedly and just know that all of their brides, bridesmaids and formal occasion-wearers of all kinds, are very important to Lisa and her team. They make you feel special, like you are their only client, their best client, their friend...it's just who they are.

Throughout the entire process, Lisa would occasionally email or call to touch base with a brief update, always taking more time to see how I holding up, or to ask how my dad was doing. She continues to do so and with each contact I am reminded how much I admire and respect this successful business woman who, unexpectedly, became my friend.