

PROFESSIONAL DANCE & CHEER PERFORMANCE COSTUMES

Ordering Instructions – Page 1

*To insure prompt delivery, please follow these ordering instructions. If you have ANY questions, please call or email our office. We will be happy to walk you through the steps. **Office hours are 8:00 AM to 4:30 PM Monday through Friday, Central Time, except for holidays.** Appointments are available during this time, or at specially arranged evenings or Saturdays. Please note that during our busiest times, these hours can expand somewhat and during our slowest times, they may contract slightly.*

1. Submit your design or design ideas. Convey to us, the look you wish to achieve by submitting a sketch to our office via fax (black & white only), email (a jpg file) or by mail. Send your sketch with written notes that include WHEN you need your costumes, HOW many costumes/uniforms you need, WHAT your budget is, and your ideas for fabric colors and types.
2. Our Satin Stitches® design team will email or fax you a perfected design drawing. Fabric options will be noted and can be scanned and emailed, or physically mailed to you. We will include estimates and options that would raise or lower the price of each garment. This copyrighted design remains the property of Satin Stitches® until your order is placed. If you decide against ordering from Satin Stitches® for any reason, this original sketch remains the property of Satin Stitches®.
3. Upon confirmation of a specific design, a sample costume will be produced for you to see, using materials that we have on hand, at no charge to our returning clients. New clients will need to pay our \$200 sample fee for an “up front” sample, or can place an order based on the approved sketch, as outlined in our Youth Ordering Instructions page. If specific fabrics or trims are needed, we will order these, only after your firm commitment to proceed with your order. Once you receive the sample, we discuss if any style or fit changes are necessary to perfect your design. If substantial changes are requested, a second sample with your desired changes will be produced, also free of charge. Only when you have approved your sample, noting any changes, will an exact price be quoted, for your order. Minimal style and fit changes are expected and will not generally affect your estimate. If dramatic changes occur, the final price could be higher than your original estimate. Please note that pricing is determined by the actual costs for all the needed materials, along with all the labor costs – including your patternmaking and sample making time. All samples remain the property of Satin Stitches®. The sample must be returned to us. If you choose to not follow through on your order, you will not be refunded your \$200 Sample fee and you must return the sample to Satin Stitches®, as this nominal fee does NOT cover the costs incurred in creating a custom costume. If the sample is not returned to Satin Stitches® in a reasonable time frame, you will be billed for the ACTUAL patternmaking, cutting and sewing labor along with the ACTUAL materials costs incurred to create the sample. These ACTUAL costs could be much higher than the sample fee.
4. Place your order, after deciding your exact design details, by any of our payment options listed. Please allow plenty of time for this preliminary design production and approval. We recommend 13 weeks of lead-time, AFTER your order is placed (not when you first send us a sketch), whenever possible. Please refer to our guaranteed delivery policy. Complete our ORDER CONFIRMATION SHEET and fax, email or mail it to Satin Stitches®?
5. Once your order is placed for your custom designed costumes/uniforms, it cannot be cancelled. The exact number of garments ordered may be increased (provided there is enough fabric and trim available) or decreased (subject to a price change). Placing your order is a contract for our services.
6. Your group will need to pick sizes for the costumes/uniforms that you are ordering. This may be done by either picking these sizes off of our size charts (posted Online), or you may request our sizing sample garments in a similar silhouette (style) to what you are ordering, to help you to determine what sizes to choose. All sizes must be decided upon and submitted to Satin Stitches® by the time your sample is approved, or your final order may be delayed.



SATIN STITCHES® LTD.
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1-800-48SATIN (763) 323-9507
FAX (763) 427-50399
Email: customerservice@satinstitches.com

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7. A RUSH FEE WILL BE CHARGED TO ANY ORDER THAT MUST BE GUARANTEED FOR DELIVERY IN ADVANCE OF OUR PUBLISHED DELIVERY SCHEDULE. These must be OK'd by Satin Stitches® IN ADVANCE. We make every effort to accommodate your schedule. Please allow enough time.
8. Your custom designed performance costumes/uniforms are delivered to your door! (Be sure and verify where you wish your shipment sent.) All deliveries within the continental US will be shipped by UPS unless you wish us to bill your alternative carrier. Shipping Costs include handling and full coverage insurance and are billed as follows:

Ground----- \$10 per box plus \$2 per uniform (\$3 for full-length) & .50 per accessory
3-Day Select----- Add \$5 per box
2nd Day Air----- Add \$30 per box
Next Day Air (Saver)----- Add \$40 per box
Next Day Air (Morning)----- Add \$50 per box
Saturday----- Contact us for exact pricing
Shipping outside the continental US will be billed according to the current rates - contact us for estimates.

REORDERS:

Satin Stitches® will produce reorders of all costumes/uniforms previously produced by Satin Stitches®, providing matching fabrics and trims are still available. A SAMPLE COSTUME/UNIFORM MUST BE PROVIDED and included with your ordering information. Reorders can sometimes be delivered somewhat ahead of our guaranteed delivery schedule.

Please check with Satin Stitches® to determine delivery availability.

Prices for reorder items:

Costumes/Uniforms originally produced in 2003 or after:

6 or more costume/uniforms
1-5 costume/uniforms

Original price
Original price + \$5 per item

Costumes/Uniforms originally produced prior to 2003:

6 or more costume/uniforms
1-5 costume/uniforms

Original price + \$20 per item
Original price + \$30 per item

Customer satisfaction is important to us. Always inspect your shipment immediately. If there is a problem as a result of our error, it will be immediately taken care of at no charge to you. You must call or email for a return authorization within 2 weeks of shipping date.

We will inspect the return and either repair or replace your costume/uniforms. If there is a problem because of your error, we will make every effort to alter or adjust your costume/uniforms as quickly as possible. You will be billed according to our shop rate, payable upon receipt.

All items are custom-made to order and cannot be returned or exchanged if they are made according to your instructions and measurements.



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