

YOUTH, HIGH SCHOOL, COLLEGE and STUDIO 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 cost 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. **When time allows,** If you wish to see a costume/uniform sample made PRIOR to placing your order for your costumes/uniforms, a \$200 Sample Fee (check, money order or Visa/MasterCard, sorry, no Purchase Orders) is required. This fee will then be deducted from your invoice when you place your order. (There is no additional obligation – you may decide to totally change your design, or not follow through on your order. If this happens, 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.) This sample may not necessarily be produced out of the exact fabrics and trims that you require and may not be available for your critique until 3-6 weeks after your request. **You must allow an extra 4-8 weeks for lead time when taking advantage of this option.**
4. Place your order, after deciding your exact design details, by any of our payment options listed. Please allow plenty of time for production. We recommend 13 weeks of lead-time, 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. Satin Stitches® ALWAYS produces a "First in Production Sample" for your critique. After your order is placed, your exact fabrics and trims are ordered. Once these supplies have arrived and we have had the time to complete your pattern development, your sample is cut, sewn together and embellished according to your approved sketch. This sample is generally available at least one month prior to when your order is due for completion. This "First in Production Sample" is shipped to you, if you are unable to critique it in person. We discuss if any minor style or fit changes are necessary to perfect your design. Because all fabrics and trims are custom ordered for your design, changing the materials is not allowed, without additional fees. Minimal style and fit changes are expected and will not affect the price. If dramatic changes occur, the final price may need adjustment. We will discuss all options at this point.
7. 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 the "First in Production" sample is approved, or your final order may be delayed.



SATIN STITCHES® Ltd.
11894 Round Lake Blvd. NW
Minneapolis, MN 55433 Email:

1-800-48SATIN
FAX (763) 427-5039
customerservice@satinstitches.com

YOUTH, HIGH SCHOOL, COLLEGE and STUDIO PERFORMANCE COSTUMES
Ordering Instructions – Page 2

8. Your custom designed performance costumes/uniforms are delivered to your door! All deliveries within the continental US will be shipped by fully insured, UPS ground service, unless otherwise requested.

Shipping Costs (including handling and full coverage insurance):	
Ground _____	\$20 per box plus \$3 per uniform (\$4 for heavy costumes) and .50 per accessory
3 Day _____	Add \$30 per box
2nd Day _____	Add \$50 per box
Next Day Air _____	Add \$70 per box
Alaska, Hawaii and international will be billed at cost, plus handling. COD and Home delivery extra	

9. A RUSH FEE will be charged to all orders that must be guaranteed for delivery in advance of our published delivery schedule. ALL RUSH DELIVERIES must be OK'd by Satin Stitches® in advance. We will make every effort to accommodate your schedule. Please allow enough time for placing your order.

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.

Prices for reorder items:

Costumes/Uniforms originally produced in 2003 or after:	
6 or more costume/uniforms	Original regular price
1-5 costume/uniforms	Original regular price + \$10 per item
Costumes/Uniforms originally produced prior to 2003:	
6 or more costume/uniforms	Original regular price + \$30 per item
1-5 costume/uniforms	Original regular price + \$40 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.



SATIN STITCHES® Ltd.
11894 Round Lake Blvd. NW
Minneapolis, MN 55433 Email:

1-800-48SATIN
FAX (763) 427-5039
customerservice@satinstitches.com