

# RETAIL ORDER FORM

Name \_\_\_\_\_ Phone \_\_\_\_\_

Mailing Address \_\_\_\_\_ Fax \_\_\_\_\_

\_\_\_\_\_ Cellular \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Email \_\_\_\_\_

Which style number(s) do you want to purchase? \_\_\_\_\_

Is the item in stock or is it being made to order? \_\_\_\_\_

Advise your preferred wear date (or preferred delivery date) \_\_\_\_\_

Advise what color # from our color chart you want or submit a color example \_\_\_\_\_

Advise a size from our size chart or submit your personal measurements on our form located on our site. \_\_\_\_\_

If you have a knowledgeable preference, advise what fabric you want. Otherwise leave blank. \_\_\_\_\_

Special Request or Instructions \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- For items that were made new returns can only be accepted for correction **only**, if there is an error on our part with the construction, size, color or the goods were not in accordance with the specifications of sale as they were indicated on your signed order form, and then only within 3 days of receipt of merchandise. For in stock items, if a return is approved, a one time merchandise credit may be issued for use towards the purchase of a different design. In stock return request must be received within 24 hours of receipt of merchandise. All return request must be approved and require proper authorization prior to the item being returned. All monies received (including deposits) are non-refundable – merchandise credit only.
- All items (in stock or made new) are shipped in good or new condition. In stock items may have been tried on but are not damaged and are sold as pictured or described. Upon request we may be able to provide via email additional close up photos of any part(s) of the in-stock item(s). If return approved the item(s) must be in the same condition as sent & not worn or return will not be accepted. If a return is approved restocking fees of no less than 15% of the total invoice will be applied on all items.
- No returns on custom or customized orders. No returns on items that have been made to personal measurements. No returns due to fit, for garments are made exactly to the personal measurements you submit or the size you pick from our size chart. We disclose the measurements or the size (from our size chart) of all in stock items. Check your measurements against the measurements on our size chart (or the measurements we disclose) prior to purchase to make sure you will be able to fit into the in stock item. We are not responsible if you do not choose the correct size from our size chart or if you submit the incorrect measurements. We are not responsible for a client's fluctuation in weight. Alterations/Fittings are the buyer's financial responsibility. Alterations are non-refundable if done by our company.
- All cancellations must be received in writing within 24 hours of us receiving your order. All fees that have been applied for services (before or after production has started) are the buyer's full financial responsibility. All garments already put into production are the buyer's full financial responsibility. We reserve the right to cancel any order during production, if deemed necessary. Any partial payments or deposits previously paid will then be applied to the fee for services (not merchandise) rendered. The fee for our time spent on a client (after our Q&A link is given to the client) start at approximately two hundred and fifty dollars an hour. The final total will be calculated by the final cost of any merchandise as requested and/or any & all fees for services requested, required or incurred by the client and can only be calculated once a client no longer requires our time or services.
- The merchandise will not be shipped or released to buyer until the final balance (for merchandise and services) is paid in full. Any fees added for services or special assistance after an item has been shipped are still the buyer's full financial responsibility. All orders are fob our factory and title passes upon delivery to carrier. We are not responsible for carrier issues. We do not guarantee your merchandise will be delivered on or by any specific date. Regular orders take approximately 12 weeks. Rush orders take approximately 8 weeks with 15% surcharge. This is considered a legal contract to be bound by the laws of Texas. Signature below confirms that the buyer has seen read, understands and agrees to our policies, disclosures & conditions of sale as shown on our site and in this form.

Signature \_\_\_\_\_