

# WEISSMAN 2016 COSTUME COLLECTION POLICY PAGE

## HOW TO PLACE ORDERS

**ONLINE:** We are available online 24/7 at [WeissmansCostumes.com](http://WeissmansCostumes.com)

Log in using your customer number and password. If you do not have an online account with us, please apply online or call **1.800.477.5410**

**CALL: 1.800.477.5410 | 314.773.9000 (International)**

Customer service representatives are available Monday – Friday from 8:00 am to 6:30 pm CST

**FAX: 1.800.777.8270 | 314.773.8610 (International)**

**MAIL:** For mail-in orders, please mail a completed order form (along with payment) to:

**Weissman Costumes 6750 Manchester Avenue St. Louis, MO 63139**

## PRICE EFFECTIVE DATES

The prices included in this price list are effective from July 24, 2015 to July 24, 2016.

## ORDER MANAGEMENT

**Order Confirmations.** Order confirmations are sent via email shortly after your order is placed. Please review the confirmation immediately to ensure everything is correct. If there are any discrepancies, please call Customer Service and we will review the order with you and make any necessary changes.

**Shipment Confirmations.** Detailed shipment confirmations are sent via email after your order (or any portion of your order) is shipped.

**View Your Account and Track Shipments.** Visit the My Account section of the costume website to review your complete order history and shipment tracking information. Please allow 24 hours after receiving your shipping confirmation email to track your shipment.

## VOLUME DISCOUNTS & PAYMENT OPTIONS

Enjoy significant savings with our volume discounts. To qualify for the discounts, payment must be paid in full when your order is placed. All discounts are taken from your merchandise total. Shipping charges are not included. Please see the inside front cover of this book for additional details.

## PAYMENT METHODS

**Credit and Debit Cards.** We accept Visa, MasterCard, Discover and American Express.

**Checks.** We accept personal and studio checks; however, we cannot accept multiple checks collected from students or parents. We also accept money orders and certified checks. When you provide a check as payment, you authorize us to use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. There is a \$40.00 fee for each returned check.

**Partial Payment.** A minimum 25% deposit is required when placing your order. Full payment of the balance is due two weeks prior to the earliest assigned shipping date.

**Payment Before Shipment.** If your order is not paid in full within two weeks of the earliest assigned shipping date, the ship date(s) on your order will be changed to the ship date(s) in effect on the date we receive payment in full.

**International Orders.** International orders must be paid in U.S. dollars (preferably with Visa, MasterCard, Discover or American Express). Applicable duties and taxes are the responsibility of the customer.

## SHIP DATES & AVAILABILITY

**Order Early.** Orders are filled on a first-come, first-serve basis and are shipped as available. The best costume delivery dates are obtained when costume reservations are made early! Heavy ordering season is December – January, so we encourage you to order early!

**Ship Dates by Style.** For ship dates by style visit our website or reach us by phone.

**Your Ship Dates.** The date(s) your costumes are scheduled to leave our warehouse will be supplied upon receipt of your order. NOTE: For orders with missing information such as style numbers, color, size, payment, etc., the final ship date(s) for your order will be based on the ship dates in effect on the date we receive the correct information.

**Delayed Items.** On rare occasion, costumes may be delayed due to unforeseen circumstances. When this occurs, we will contact you immediately.

## SHIPPING

We are pleased to feature low, rate-quoted shipping. Depending on the merchandise you select and the location to which your items will be delivered, different shipping methods and prices will be offered. Each shipping method has its own restrictions and charges that will be applied to your order.

### FREE STANDARD SHIPPING to the 48 contiguous U.S. and Canada

- Online Orders \$200+
- Phone/Fax/Mail Orders \$1,000+

## SHIPPING METHODS

Note: "Business Day" means Monday-Friday, excludes holidays

- **Standard** (3-5 Business Days for Delivery)
- **3 Day** (3-4 Business Days for Delivery)

- **2nd Day Air\*** (2 Business Days for Delivery)
- **Next Day Air\*** (1 Business Day for Delivery)

\*A signature may be required upon delivery.

**Choosing an expedited air shipping method does not get the order out earlier. It only expedites delivery time after the order ships.**

## INTERNATIONAL ORDERS

We accept most international orders and offer a variety of shipping methods (UPS and USPS) depending on the shipping address. Available product lines may differ as well. Additional fees or duties will apply based on each country's import requirements and the carrier chosen (e.g., UPS vs. USPS). These charges are your responsibility. Please check with your country's proper authorities regarding customs fees, import duties, brokerage fees, and border regulations for details. For more information about international orders, please go online to [WeissmansCostumes.com](http://WeissmansCostumes.com) or call and speak with a customer service representative.

**Important Note:** Due to variable factors, we are not able to guarantee delivery time outside the United States.

## PLEASE CHECK YOUR ORDER IMMEDIATELY UPON RECEIPT!

### SHIPPING ERRORS, DAMAGED PRODUCTS

Please check your order as soon as you receive it. Any errors must be reported to us within five business days of receiving your shipment. If you receive damaged merchandise, please retain all packaging and included paperwork, and call us immediately in the event we need to file a claim with the freight carrier.

### CANCELLATIONS, RETURNS, ADDITIONS AND REFUNDS

**Cancellations.** Cancellations will be considered for any items not yet released for shipping. Cancellations after three weeks will forfeit deposit. Please call us regarding cancellations.

**Returns.** Unfortunately, we cannot accept returns for credit or refund. We can only accept exchanges. (See below for details on exchanges.)

**Additional Items.** On occasion, you will need to place follow-up orders. Any additional items will be placed on a separate order (not added to your original order). These new orders will be given the current ship date(s) based on availability. Applicable shipping charges will apply.

**Refunds.** Refunds resulting from cancellations, exchanges or overpayments take approximately two weeks to process.

### EXCHANGES

As indicated above, costumes generally may not be returned. However, they can be exchanged for a different size, if available. Any exchange items are subject to the ship date(s) in effect on the date your exchange order is placed. When placing an exchange via mail, the exchange process can take up to two weeks. Therefore, we recommend that you place a new order for the sizes you need with a customer service representative as soon as possible and then return the items you do not need for a refund.

**Return Authorizations.** You must have a return authorization number before returning your item(s) for an exchange, so please call and speak to a customer service representative before shipping your exchange/return. This number should be written on the outside of your return package and on any paperwork you include. Send only the costume to be exchanged or refunded. Do not include optional accessories purchased separately; however, be sure to send all items that are included free with the costume such as poufs, gloves, skirts, etc. You will receive replacements for everything with your new order. If you are making an exchange by mail (and not placing a new order through a customer service representative or online) and the exchange item(s) costs more than the original item(s), please include payment with your return. Please return costumes to be exchanged within five days of receiving your return authorization number. Exchanges are considered new orders and are shipped based on availability.

**Important Note:** You are responsible for the cost of shipping the return/exchange item(s) to us. However, there is no charge for the return of defective items or items we may have shipped incorrectly. Simply call us and we'll make arrangements for return shipping. Shipping and handling charges are non-refundable.

### TO WHOM WE SELL

We are a wholesale manufacturer selling costumes only to dance, skate, and educational and/or gymnastic schools and special groups.

### NEED MORE INFORMATION? Visit online at [WeissmansCostumes.com](http://WeissmansCostumes.com)

- **My Account.** Visit this section of the costume website to review your order history and for shipment tracking information.
- **FAQs.** See the FAQs section for answers to the most frequently asked questions regarding ordering costumes.
- Call and speak to a **customer service representative** to place your order, follow-up on existing orders, order catalogs, and check product availability and ship dates or for any other questions you may have.



Be sure to print your name and telephone number on this page.

Customer Number \_\_\_\_\_ Name \_\_\_\_\_ Day Phone \_\_\_\_\_

Style #	Name/Description	Color	Child Sizes				Large Child Sizes	Extra Large Child	Adult Sizes			Extra Large Adult		Gloves, Skirts, Mitts, Etc.		*Others: Feathers, Beads, Etc.	Total Qty.	Price Each	Line Total
			XSC	SC	IC	MC	LC	XLC	SA	MA	LA	XLA	XXLA	SMALL MED CHILD	LARGE CHILD ADULT	ONE SIZE ONLY			

SUBTOTAL FOR THIS PAGE      \$

Cut along dotted line to fax order form in two parts – be sure to print your name and telephone number on both halves.

Customer Number \_\_\_\_\_ Name \_\_\_\_\_ Day Phone \_\_\_\_\_

Style #	Name/Description	Color	Child Sizes				Large Child Sizes	Extra Large Child	Adult Sizes			Extra Large Adult		Gloves, Skirts, Mitts, Etc.		*Others: Feathers, Beads, Etc.	Total Qty.	Price Each	Line Total
			XSC	SC	IC	MC	LC	XLC	SA	MA	LA	XLA	XXLA	SMALL MED CHILD	LARGE CHILD ADULT	ONE SIZE ONLY			

**HOW TO PLACE YOUR ORDER**

**Online: WeissmansCostumes.com**

Order online 24 hours a day! Search by dance genre, color, size and more. Automatically calculate your order. Save on shipping when you order online!

**By Mail: Weissman Designs for Dance**

6750 Manchester Avenue, St. Louis, MO 63139

1. Please use the enclosed order form
2. Enclose check, money order, or credit card number with expiration date
3. Specify style #, size, and colors as required
4. Include your best daytime telephone number
5. If your shipping address is different from your billing address, please print your complete name, address, and zip in the "Ship To" box on the form

**By Phone: 1.800.477.5410** Monday - Friday 8 am - 6:30 pm CST

International Calls: 1.314.773.9000

(Before calling please have your customer number and order ready, and your credit card available.)

**By Fax: 1.800.777.8270** 24 hours a day

(Remember to include your customer number on the order form. This can be found near your address on the back cover of this price book.)

Merchandise Total This Page	\$
Merchandise Total Back Page	\$
MERCHANDISE GRAND TOTAL	\$
Volume Discount (see pg. 3 of the price book)	— \$
8.679% Missouri Sales Tax (MO residents) 6.0% Florida Sales Tax (FL residents)	\$
Shipping & Handling Charge (see policy page) Free Standard Shipping over \$1000	\$
TOTAL AMOUNT	\$
Amount Paid (25% Minimum Required)	\$

PLEASE ORDER CAREFULLY AND RETAIN A COPY OF YOUR ORDER TO CHECK AGAINST YOUR CONFIRMATION.