

Service Fees: All shipping and handling costs from the manufacturers and to the studios are covered via the CostumeManager Service Fee. The Service Fees increase throughout the season. These fee increases do not affect dancewear, shoes and accessories that are not in the Costume department of CostumeManager.com. Our COSTUME shipping and handling policies are designed to reward dancers for ordering their costumes as early as possible. The CostumeManager.com Service Fee **for costumes only** increase on the following dates.

2011-12 Season*

1. Service Fee per costume item increases from \$2.50 to \$3 on December 1, 2011
2. Service Fee per costume item increases from \$3 to \$5 on January 10, 2012
3. Service Fee per costume item increases from \$5 to \$10 on February 1, 2012

* **Canadian customers** – CostumeManager.com doubles the service fees above to cover the extra shipping, handling and duty to Canada. (Newfoundland – fees are tripled)

Refund/Pricing policies-Dancewear class attire such as shoes, bags, tights (unopened) and leotards may be exchanged and/or returned. See complete exchange/return policy in our Terms and Conditions on the CostumeManager.com website.

WARNING: Due to the length of time required to manufacture a costume, size exchanges in same style and color only are permitted on costume items within 5 days of receipt. A fee of \$25 plus shipping and handling applies for all costume size exchanges. Please select your sizes very carefully to avoid size exchanges. Size exchanges are treated like new orders and can take up to 16 weeks to fulfill.

Ordering your dance attire: Order your items online by going to www.CostumeManager.com. Enter your Class List ID located at the top of this worksheet or your instructor's name in the search field. Dancers with 2 or more classes may be completed in one order. If you have more than one dancer you must place separate orders for each dancer.

Sizing your costumes, dance attire and shoes – WARNING: It is your sole responsibility to estimate the correct size item to purchase. CostumeManager.com and your dance school are not responsible for the sizes you select. CostumeManager.com makes it easy for you to determine which size costume to order. Enter the measurements provided below into the appropriate fields in CostumeManager.com.

CostumeManager.com plots your measurements on the manufacturer's size chart. **Allow for dancer growth if ordering several months before estimated costume use. Use the GIRTH measurement as the determining factor if your dancer is between sizes.** Pay special attention to manufacturer specifications on shoe sizes as noted in the "Overview" section of each product.

Receiving your costume and dance attire - Dance attire is shipped to your dance studio and distributed by your instructor or other studio staff approximately 7-10 days after you place your order. **Costume** items are consolidated and shipped to your studio for distribution approximately 8-16 weeks after placing your order.

Need Help? Please call CostumeManager.com Customer Service at (877) 632-6234 9:30 am – 5:30 pm Monday – Friday; 9:30 am. – 3 pm Saturdays for further assistance. All times Pacific Standard Time. Order your required items online by going to www.costumemanager.com. Enter your Class List ID or your instructor's name in the search field.

To be completed by instructor/office staff		Measurements in Inches			
Instructor Name	Allie P.	Bust		Weight	
Student Name		Waist		Height	
Performance Name		Hips		Head Size	
Notes		Girth			
Street Shoe Size		Inseam			