



Contract for Robe Order

Correspondence address: 6327 Madden Ave., Los Angeles, CA 90043 Ph:(805) 415-0307

e-mail: stuckeyexclusive@gmail.com

Thank you for your order! We look forward to serving you and your organization. Please initial each statement and sign at the bottom of this form. This will ensure you are completely informed about your order, what services you can expect from us and what we will need from you for a successful order.

Date: _____ Church/Organization: _____

Contact Person: _____ Phone : _____

Please read and initial the following statements:

_____ ALL garments produced by our company are DRY CLEAN ONLY.

_____ A typical order takes approximately 6-8 weeks to complete, NOT always including time to ship. We usually ship orders by ground unless the customer requests for a faster delivery. NOTE: completion time may vary depending on specialty fabrics or very complex designs). We will contact you if your order finishes earlier than expected.

_____ 50% deposit is required on ALL orders before production can begin. Once material is purchased, the contract CAN NOT be canceled and the deposit CAN NOT be refunded.

_____ Sample robes can be sent to customers to see in person. A \$150 REFUNDABLE DEPOSIT is required for a sample to be delivered. The customer is responsible for shipping/returning samples to our company. Once samples are returned, deposits are refunded or credited towards the actual order. **NOTE: If samples are not returned WITHIN 30 DAYS, customer may lose their deposit.**

_____ Cost of shipping and handling will be charged to the customer's total balance. In larger orders, this cost may be embedded into the robe price.

_____ We are available for on-site group orders such as choirs and church organizations. We will provide on-site presentations and measurement services. Traveling charges, such as flights, will be added to your total balance. (Inquire for details concerning traveling charges).

_____ We will contact the customer a few days **PRIOR** to completion of **PRODUCTION**. We will need remaining balance to pay for the robes being pressed at the cleaners and to prepare for shipping. **Balance is due BEFORE we ship or deliver your order.** *Please note that when paying by check you should pay a few more days in advance to ensure the check is cleared in time for shipping.

_____ We highly suggest ordering a few extra robes with group orders. There is NO GUARANTEE that the color dye in fabrics will be exactly the same in additional orders.

_____ We are capable of scanning and digitizing church/organizations crests or symbols to use as embroidery on garments. There is a \$50 one time set-up fee for digital/scan work. Once scanned, the file will be saved for future orders.

_____ Robe floor clearance- robe lengths finish at the top of the shoe heel. Typically, floor clearance for men is approximately 3 inches and women (depending on their shoe heel) is approximately 4-5 inches. Shorter lengths must be requested or recorded on measurement form.

_____ We are not responsible for measurements taken by parties outside of our company. It is the customer's responsibility to follow instructions given by our company and carefully record their measurements.

_____ Service warranty-customers have 1 week from receipt of robes to respond with any concerns for the company to address.

On behalf of my church/organization, I have read, initialed and understand the following statements concerning our order.



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Print Name

Signature