

Kellé strives to make the costume ordering process simple at every step. If you have any questions or concerns, **please contact us at 1-800-707-8333 or info@kellecompany.com** and our friendly and knowledgeable customer service team will make every effort to help.

# General Ordering and Policies

## Delivery Times

Kellé costumes are custom manufactured especially for you. We schedule your ship date based on when the order is received, your date desired and our current ship date. Please order early for quickest and most flexible delivery. On your order form, please indicate when you would like to receive your order, allowing adequate time for fitting, pictures and enhancements.

If you are working against a deadline, we can probably help. For current ship date information, contact Kellé at 1-800-707-8333.

Costumes in this catalog are available through September 30, 2010.

## Order Confirmation

Upon placement of your order, you will receive a detailed order confirmation noting your scheduled ship date. Please review your order confirmation and check it against your original order. If there are discrepancies call the Kellé customer service team at 1-800-707-8333 for resolution and a revised confirmation.

## Changes and Cancellations

Adjustments to your order can be made within 14 calendar days of the order date listed on your confirmation. Any additions or changes to your order after that period will be treated as a new order and shipped at the current ship date. Cancellations of costumes after the 14-day period may incur a cancellation charge of \$10 per costume. Orders scheduled to ship in 14 days or less cannot be changed or cancelled.

## Exchanges

Kellé will exchange costumes for size adjustments only. Kellé does not accept costumes for exchange that have been: worn, altered, damaged, had appliqués or trims applied or removed, or custom sizes or colors. All exchanges must have a return authorization number from Kellé before being returned. To accommodate turnaround time all exchanges should be placed within 14 calendar days of

receiving your order. The exchange fee is \$7.50 per costume plus shipping. Kellé Company does not accept returns.

## Payment

A minimum 50% down payment is required on all orders. We encourage you to pay in full for your order when placed to avoid any delays when your order is ready to ship. Since studio and personal checks can take up to two weeks to clear, we strongly suggest using a cashier's check, money order, certified check, or credit card. Please note if the balance due on the order is not paid prior to the assigned ship date, the order will be held until payment has cleared.

## Credit Cards

Kellé accepts Visa, MasterCard, Discover or American Express. Orders paid in full by credit cards will qualify for any applicable Kellé discounts. To process credit card payments, we must verify the billing address, expiration date and the credit card verification (CCV) number.

## C.O.D. Orders

All C.O.D orders require a 50% deposit and are subject to a \$12 C.O.D. charge. All C.O.D. orders require balance of payment in the form of a certified check, money order, or cashier's check on delivery.

## International Orders

The cost and complexity of shipping outside the United States varies dramatically by destination. Responsibility for any and all import-export documentation, duties and tariffs will lie with the customer. Payment can only be accepted in U.S. dollars drawn from a U.S. bank. Please contact our customer service team at 1-763-533-8588 to discuss your individual situation. Orders may be faxed to 1-763-533-8606.

## Liability

In case of non-delivery by a specific date, Kellé will not be liable or responsible for any damages whatsoever beyond the monies paid by the customer.

## Who We Sell To

Kellé Company sells only to dance schools, private or public schools, colleges, and government or dance affiliated organizations. We do not accept orders from individuals or groups that do not represent an organized dance-related group.

## Fabric Samples and Custom Orders

Fabric samples are available upon request. Colors may vary slightly by fabric type and dye lot. Fabric can be substituted on most costumes for an additional fee. Please contact our customer service team for details.

## Shipping Notification

At Kellé we pride ourselves on delivering every order on time. When an email address is provided to us you will automatically receive an email with the tracking number when your order ships. We do not share email or address information with any outside companies. If you have any questions regarding your shipment, please contact our customer service team.

## Shipping

All orders are shipped F.O.B. from Minneapolis, Minnesota, via UPS Ground, unless requested otherwise. Kellé will insure your order for an additional \$.50 per \$100. We cannot be responsible for orders lost or damaged during shipping; however, we will do all we can to assist you in handling claims with UPS.

Use the chart below to determine your ground shipping cost within the contiguous 48 states. Customers who require shipping to Alaska or Hawaii should contact Kellé regarding their shipping cost.

| Order Total        | Shipping Cost |
|--------------------|---------------|
| \$100 or less      | \$11.95       |
| \$101 to \$500     | \$19.95       |
| \$501 to \$1,500   | \$30.95       |
| \$1,501 to \$2,500 | \$43.95       |
| \$2,501 to \$3,500 | \$56.95       |
| \$3,501 to \$5,000 | \$70.95       |
| Over \$5,000       | Please Call   |

# Kellé Company

T: 1 800 707 8333

F: 1 800 496 4075

www.kellecompany.com

## Discounts

Discounts are good on single orders that are paid in full at the time the order is placed.

Discounts do not apply to special orders and shipping charges. Discounts only apply to product shown in the 2010 catalog. Discounts will be calculated based on the postmark date for mailed orders. Your total discount is the volume discount % based on your merchandise total plus the calendar bonus % that applies.

## Example

An order placed on December 17, 2009 with a merchandise total of \$2,200 and a ship date in April 2010.

Your Volume Discount is 5% and your Calendar Bonus discount is 2%, making your Total Discount 7%.

## Volume Discount

| merchandise total | 09-01-09 to 12-15-09 | 12-16-09 to 01-15-10 | 01-16-10 to 04-15-10 |
|-------------------|----------------------|----------------------|----------------------|
|-------------------|----------------------|----------------------|----------------------|

|                     |     |     |    |
|---------------------|-----|-----|----|
| \$1,500 to \$3,500  | 7%  | 5%  | 3% |
| \$3,501 to \$7,000  | 9%  | 7%  | 4% |
| \$7,001 to \$12,000 | 11% | 9%  | 5% |
| \$12,000+           | 13% | 11% | 7% |

## Calendar Bonus Discount

(this discount can only be taken with the volume discount)

|              | ship in JAN | ship in FEB | ship in MAR | ship in APR | ship in MAY | ship in JUN |
|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| order in OCT | 2%          | 2%          | 2%          | 2%          | 4%          | 4%          |
| order in NOV | 2%          | 2%          | 2%          | 2%          | 4%          | 4%          |
| order in DEC |             |             | 2%          | 2%          | 4%          | 4%          |

## Sizing

At Kellé we know a great fitting costume is important to every dancer. That's why we have combined the latest technology with tried and true pattern expertise to provide you with great fitting costumes. For the best fit, please order using the Kellé size chart below. Select the size that most closely matches your student's measurements. If the measurements fall between sizes it is recommended you order one size up. The girth will be the most important measurement to follow unless you are ordering separates. Please contact our customer service team with any special sizing questions or concerns.



### MEASURING YOUR STUDENTS

- BUST:** With arms relaxed at your sides, measure the fullest part of the bust, keep tape parallel to ground. This will determine your top size.
- WAIST:** Measure around the narrowest part of your natural waistline.
- HIPS:** Stand with heels together and measure the fullest part of your hips, keep tape parallel to ground. This will determine your skirt, pant and short size.
- GIRTH:** Place tape measure at center of shoulder, down the front torso, between the legs, up the back and to the same shoulder, hold tape loosely. This will determine your unitard, biketard and leotard size.
- INSEAM:** Measure inside of leg from upper leg to floor, hold tape loosely.

| Size                  | Bust         | Waist  | Hips   | Girth   | Inseam      | Chest | Waist  | Girth | Inseam |
|-----------------------|--------------|--------|--------|---------|-------------|-------|--------|-------|--------|
| <b>Children</b>       | <b>GIRLS</b> |        |        |         | <b>BOYS</b> |       |        |       |        |
| XSC extra small (2-3) | 21-23        | 19-21  | 22-24  | 37-39   | 21½         | 21-23 | 19-21  | 38-40 | 22     |
| SC small (4-6)        | 24-25        | 22-23  | 25-26  | 40-43   | 23½         | 24-25 | 22-23  | 41-44 | 22½    |
| MC medium (8-10)      | 26-27        | 23½-24 | 27-29  | 46-48   | 26½         | 26-27 | 23½-24 | 46-49 | 25½    |
| LC large (12-14)      | 28-30        | 25-26  | 30-32  | 51-54   | 30          | 28-30 | 25-26  | 50-54 | 28¾    |
| <b>Teen/Adult</b>     | <b>WOMEN</b> |        |        |         | <b>MEN</b>  |       |        |       |        |
| T teen                | 30½-32       | 25-26  | 32½-34 | 55-58   | 30¾         | 31-33 | 27-28  | 55-58 | 31     |
| SA small adult        | 32½-34       | 24-26  | 34-36  | 55-58   | 31¾         | 34-36 | 29-31  | 59-61 | 32     |
| MA medium adult       | 35-37        | 26½-28 | 37-39  | 58½-61½ | 32¾         | 37-39 | 32-34  | 62-65 | 32½    |
| LA large adult        | 38-40        | 29-30  | 40-42  | 62-64   | 34¼         | 40-43 | 36-38  | 66-68 | 33½    |
| XLA extra large adult | 41-42        | 31-33  | 43-44  | 64½-66  | 35¾         | 44-46 | 39-41  | 69-71 | 34½    |

## It's in the Bag

Only Kellé includes reusable drawstring bags with every order to make organizing and distributing your costumes a breeze. Each bag is roomy enough to hold their costume and accessories.

# Kellé Company

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