

## DNA Performance Wear Ordering Policies

Estimated Production Time (Subject to change)	Standard Orders	Sample Leotard
	6-8 weeks	3-4 weeks
	<p>These estimated time frames are based on production time and do not include shipping time. While DNA tries to meet every production deadline, in some cases there may be circumstances that are out of our control. i.e. fabric shortages, equipment maintenance, etc. and therefore these time lines are not guaranteed. DNA is not responsible for orders that may extend beyond the standard production time. Holidays are not included in production times, please allow an extra week</p>	
Shipping and Handling	<p>Orders shipped within Canada and the United States are sent via Canada Post expedited parcel with \$100 insurance unless otherwise requested. Please note that shipments can take up to 10 business days in Canada and up to 30 Business days in the US, depending on the destination. Shipments are sent on Monday, Wednesday and Friday. Once an order leaves the facility and is in the possession of the courier, it is no longer the responsibility of DNA Performance Wear. Any loss, stolen or damaged order are the responsibility of the receiver.</p>	
Rush Orders	<p>All rush requests are upon approval. 15% of total invoice for rush of 5-7 weeks 20% of total invoice for rush of 3-4 weeks</p>	
Payment Methods	<p>All orders are invoiced via Square. We accept payment by: A) Visa, Mastercard, American Express or Discover. B) Email E-transfer It is the club's responsibility to make sure their invoice matches their order form. <u>All orders must be paid in full BEFORE entering production.</u></p>	
Changes	<p>Any changes made to a submitted order are subject to a \$15 charge. All changes must be sent by email. Once an order is in production, changes CANNOT be made, a new order will need to be placed for any additional items.</p>	
Order Cancellations	<p>Orders CANNOT be canceled once they have been sent to production.</p>	
Back Orders	<p>Occasionally, some fabrics will be on back order from the manufacturer and may delay the ship date. Please order early to avoid these delays.</p>	
Returns/ Exchanges	<p>All team and individual custom orders are made to your specifications and therefore are <u>final sale</u>.</p>	
Order Submission	<p>For an order to be considered submitted we must have</p> <ol style="list-style-type: none"> <li>1) Confirmation of design</li> <li>2) Completed order form</li> <li>3) Full Payment</li> <li>4) Initialed Copy on order form of the ordering policies agreement.</li> </ol>	
Fees	<p>Every order will contain the following fees apart from the cost of your Leotard.</p> <ul style="list-style-type: none"> <li>• \$30 Processing Fee</li> <li>• \$150 One-time Design fee (if applicable)</li> <li>• Shipping Fee (dependant on order and destination)</li> <li>• \$20 per leotard Alteration Fee (if applicable)</li> <li>• Rush Fee (if applicable)</li> </ul>	
Sizing	<p>It is the customer's responsibility to ensure the correct size is ordered. Follow our sizing chart for guidelines. Sizing leotards can be rented for a fee of \$50 (plus tax) for a period of one week if required. A sizing package order form must be submitted to receive a package.</p>	

Wear and Tear	DNA Performance Wear cannot be responsible for normal wear and tear of our products. Normal wear and tear include: running of colors from sweating or washing, embellishment loss, snags in fabrics and fading of colors and metallic finishes.
Effects Fabrics	Effects fabrics such as Mystiques, Glitter Mesh and other fabrics with sparkle, are very appealing; however, they have limited durability. These fabrics will gradually dull with repeated wear and washing. For best results, follow our washing and care instructions.
Washing and Care Instructions	<ul style="list-style-type: none"> <li>• Hand wash in cold water</li> <li>• Use mild soap. Do not use Zero or laundry detergent. Hand soap is sufficient.</li> <li>• Rinse in clean water</li> <li>• Hang to dry, do not lay flat</li> </ul> <p>Use clear deodorants (Alcohol and Aluminum chlorohydrate free). To avoid pilling, avoid contact with rough surfaces and Zelcro.</p>
Mesh	Delicate fabrics such as mesh can easily rip or snag. Please wear, wash and handle mesh with extreme care. If a rip or run does occur, please contact us as soon as possible. DNA Performance Wear may be able make repairs; however, the customer will be responsible for the cost.
Sublimation	Sublimation is a special fabric printing process capable of creating amazingly vivid, sharp and full color fabric prints. Because the color is printed into the fabric, normal wear and tear such as snags may be more visible on the fabric. Piling may occur on sublimated fabrics when it comes into contact with any rough surface. Examples are mats, grips, floor mats, etc. DNA will not be responsible for replacing your apparel if piling occurs. Please note sublimation fabrics may have a variance between prints.
Color Bleed	When combining light colored fabric with a dark color fabric, color bleeding may occur. If you choose to combine these color fabrics, it is at your own risk. DNA Performance Wear will not be responsible for replacing your apparel if color bleeding does occur.
Embellishments	Excessive wearing and stretching may result in embellishments falling off. Areas where embellishments have been applied may dull slightly due to the heat application. Over time embellishments may dislodge due to wearing and washing even when proper care has been taken.
Fabric Samples	Fabric samples are available for a \$10.00+ tax fee. Some fabric samples may not be available as we draw from in stock fabric.
Sample Leotard	Sample leotards can be ordered at the cost of the customer. Production time for a sample leotard is 3-4 weeks and require a sample leotard order form. If a sample leotard is not ordered, DNA Performance Wear cannot be held responsible for any customer dissatisfaction in rhinestone placement, colour, construction and overall design of the leotards. An order form must be submitted for sample leotards.
Sample Panel	Sample panels can be ordered for sublimated leotards at the cost of the customer. Production time for a sample panels are 2-3 business days and require a sample panel order form. <b>If a club is looking for a specific colour or design to match a sample panel is strong recommended.</b> If a sample panel is not ordered, DNA cannot be held responsible for any customer dissatisfaction in rhinestone placement, colour, construction and overall design of the leotards. An order form must be submitted for sample leotards.
Competition Regulations	It is the responsibility of the customer to ensure apparel they are ordering follows competition regulation. Ex. Colours of men's long gymnastics pants, open back leotards, etc.

**To preserve our ability to meet customer and employees' needs under changing conditions, DNA Performance Wear may modify, augment, delete, or revoke any and all policies, procedures, practices and statements contained in this document at any time without notice.**