



## policies, discounts, etc.

### discount program

Apply to orders received by February 1, 2010, and only those paid in full at the time the order is placed. Cannot be combined with any other discounts.

3% \$2,500 or more	7% \$10,000 or more
5% \$5,000 or more	9% \$20,000 or more

### customization

If you are interested in a design with a slight change, or a custom color, please don't hesitate to contact us.

### turnaround time

With the exception of accessories, we do all of our manufacturing in southern California. Most products are made to order. Typical turnaround is 5-6 weeks, but during the busy season, it may take up to 12 weeks from the date of your order to receive your costumes. Conversely, some orders have shipped on the same day in which the order was placed. Be sure to include a "ship by" date on your order, and we will make every effort to accommodate your request. We will contact you immediately if we foresee any issues in meeting your requested delivery date. To date, we have had 100% on time delivery - unparalleled in the industry. We plan to continue this in 2010.

### shipping

Most orders will be shipped via ground delivery from southern California. We are currently using Federal Express and UPS. Please use the shipping chart to determine your shipping charges. Contact us if you need expedited shipping.

### payment

A minimum 50% down payment is required on all orders. The remainder of the balance must be received before your costumes can be shipped. Only orders paid in full at the time the order is placed are subject to volume discount. We accept American Express, Visa, MasterCard, Discover, cashiers checks, and money orders. We also accept business checks. There is a \$25 fee on returned checks. It may take up to seven business days for your check to clear, so be sure to send it with sufficient time if you need costumes in a hurry. We do not accept personal checks. We do not do C.O.D.

### returns, exchanges & cancellations

Unfortunately, we are unable to accept returns. Exchanges for different sizes may only be made on unworn, un-damaged items. Exchange fee is \$4 per item. You must contact us for exchange approval before shipping any items to us, and this must be done within 14 days of receiving your initial goods. We do not accept returns or exchanges on accessories. No cancellations after 10 days, or after the order has been cut. All cancellations will be charged \$10 per item.