

ORDER & SHIPPING

CUSTOMER SERVICE HOURS

Monday – Friday: 10:00 AM – 6:00 PM – EST
Saturday: 10:00 AM – 4:00 PM – EST

DISTRIBUTION POLICY

We value the integrity of our customers' business and therefore we only sell to schools, businesses and special groups. We do not sell directly to the general public.

ORDER PLACEMENT

- Orders can be placed online, by calling our toll free number, or by fax. Refer to order form for details.
- Order confirmations and shipment confirmations are sent via email. Keep your email up to date in our system by contacting your sales representative, customer service or on our website.
- Confirmation of orders are sent via email after details are confirmed and entered in our system. We urge you to review the confirmation email and contact our customer service department at 1-844-452-9527 with changes.

VOLUME DISCOUNT, PAYMENT METHODS, PAYMENT OPTIONS (US CUSTOMERS ONLY)

Volume Discount

At LAYLAS, our list prices are the most competitive in the market. We recognize the value in volume business, so in addition to our competitive prices we offer volume discounts. To qualify for our volume discount, orders must be placed at the same time for the same delivery date.

PAYMENT OPTIONS

- Full payment is required for orders under \$500
- Full payment or minimum of 30% deposit is required for all orders at time of order placement.

PAYMENT METHODS

- We accept all major credit cards - MasterCard, Visa, Discover and American Express.
- Checks can be made out to LAYLAS. We accept studio checks, personal checks, money orders and certified checks. In addition to your bank charges, we charge \$40.00 for all returned checks.

INTERNATIONAL ACCOUNT

- Canadian customers, visit us or place orders at www.LaylasDanceCostumes.ca, email us at Info@LaylasDanceCostumes.ca or call us at 1-800-956-5128
- For all other international customers, please e-mail us at Info@LaylasDanceCostumes.com or call us at 1-844-452-5927 for details.

SHIPPING, HANDLING CHARGES (USA)

- Free shipping for all orders over \$500 via Ground Service. Shipping costs are based on Total Order not including Tax and after all discounts.
- Free ground shipping applies to all points within the 48 contiguous United States. Charges for special requests such as Airfreight, Next Day Air, Federal Express, etc. are charged to your credit card. Price is determined at time of shipping based on final weight/volume of package.

SHIPPING ERRORS, MULTIPLE AND PARTIAL SHIPMENTS

- Customers are urged to confirm all shipments for shipping errors and damaged goods. Any errors or damaged goods must be reported within 5 days of receiving your shipment. Keep all original packaging and contact us immediately.
- Unless customers specifically request complete shipment, orders may be shipped in multiple and partial shipments before the ship date.

CANCELLATIONS, EXCHANGES AND RETURN AUTHORIZATIONS

- Cancellations are accepted within 1 week of posted orders.
- Size addition and size change can be made anytime based on inventory availability. Style may not be canceled and total number of units may not be reduced per style.
- Due to the nature of our business we do not accept returns or cancellation of orders. We urge you to contact our customer service office for additional options.
- We do not charge handling fees for size exchange. Returned costumes, accessories, garment bag, labels must be in new condition, additional fees may be applied if they are not. Exchanges will be treated as new orders with normal production time. All payments are due at time of order with credit card, check or money order.
- A return authorization label must be requested from customer service for all returns within 3 weeks of receipt of shipment. Return authorization number must be clearly placed on the outside of your returned parcel otherwise we will reject the shipment. The number will ensure a timeline process of your exchange. Include all accessories and packing material that are delivered with the garment. Do not include optional accessories or purchased accessories that are not part of the item. Do not include additional items that were not authorized for return.
- For additional items, contact your sales representative or customer service for dates and inventory availability.

SALES TAX

- State sales tax is calculated on merchandise, shipping and handling fees for the shipment address.
- Sales tax exempt institutions and business must submit a Tax Exemption Certificate for the ship to address with your order.

PURCHASE ORDERS

- We welcome P.O.s only from private schools, public schools, Y's and recreational departments.
- We accept P.O.s with complete details, including ship to, bill to, contact information, email address, style numbers, shipping charges, prices and ship date.
- P.O.s do not qualify for discounts or free shipping
- P.O.s qualify for 30 day dating after shipping

SIZE CHART

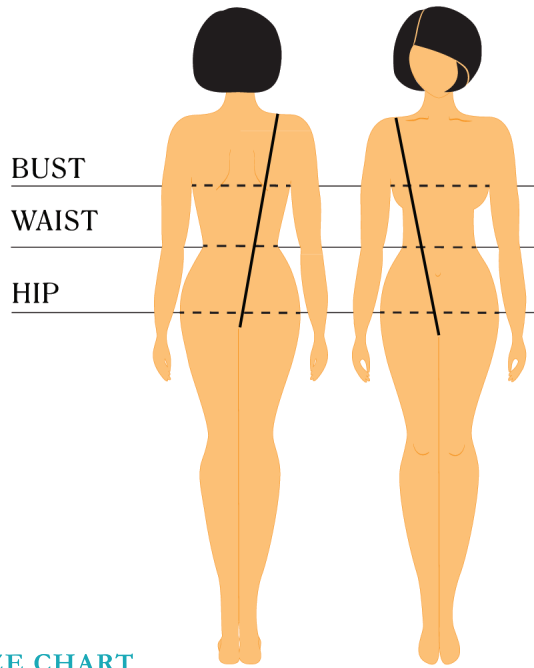
SIZE CHART REFERENCE

Bust Girth: Measure the horizontal circumference around the body, taken under the arms and across the fullest part of the bust apex including the lower portion of the shoulder blades.

Waist Girth: Measure the minimum horizontal circumference around the body at waist height.

Hip/Seat: Measure the maximum horizontal circumference around the body at hip height.

Girth: Measure the circumference taken from a point on the right shoulder midway between the neck base and up over the prominence of the right bust apex, between the legs and back to the starting point from the back.



CHILD COSTUME SIZE CHART

	XXSC	XSC	SC	MC	LC	XLC
BUST	20-22	21-23	24-26	27-29	30-32	33-35
WAIST	19-21.5	21.5-22.5	22.5-23.5	23.5-25	26-28	29-31
HIP	20-22	22-24	25-27	28-30	31-34	35-37
GIRTH	34-37	38-41	42-44	45-49	50-53.5	54-56.5
INSEAM	17-19	19-22	22-25	25-28	28-30	28-31

ADULT COSTUME SIZE CHART

	XXSA	XSA	SA	MA	LA	XLA	XXLA
BUST	30-32	31-33	33-35	35-37	38-40	41-43	44-46
WAIST	23-24	23-25	25-27	27-29	30-32	33-35	36-38
HIP	31-33	32-34	34-36.5	37-39.5	40-42.5	43-45	46-48
GIRTH	50-53	53-55	56-58	59-61	62-64	65-67	68-70
INSEAM	29-33	29-33	29-33	29-33	29-33	29-33	29-33

TIGHTS SIZE CHART

XSC/SC	
IN	CM
35-50	90-125

LB	KG
15-55	7-25

MC/LC	
IN	CM
45-60	125-155

LB	KG
55-110	25-50

SA	
IN	CM
56-64	142-162

LB	KG
90-130	40-58

MA	
IN	CM
59-67	150-170

LB	KG
100-145	45-65

LA/XLA	
IN	CM
63-74	160-188

LB	KG
120-180	54-82

COSTUME INDEX

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L1012	58	L1180	110	L2048	60	L5068	124
L1014	30	L1181	113	L2056	96	L5074	125
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L1036	82	L1187	112	L2062	31	L5076	125
L1041	28	L1188	74	L2066	39	L5079	125
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L1050	35	L1190	105	L2073	5	L5085	125
L1051	90	L1191	114	L2074	11	L5087	123
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