

CUSTOM DESIGN OVERVIEW

Showday Designs was started in 2019 out of a necessity to help a handful of personal clients that found themselves in a bit of a time crunch in regards to costumes and flags. Since then we have expanded the business idea into providing performance ensembles with all of the aesthetic resources needed to bring their productions to life. With 25+ years of design experience and reliable resources nationwide, Showday Designs services the pageantry arts from our southeastern Pennsylvania location. Our focus is to create quality handmade performance products that are as unique and creative as the performers themselves. We look forward to providing our clients with one of a kind designs for their performers!

TIMELINE

It is essential that we have your help in meeting due dates to keep your project on time. Time frames will vary depending on the return of essential information and also the potential complexity of your designs. Below is a basic timeline of how custom orders will proceed:

1. **Submission of design request to:** info@showdaydesigns.com. What to include in your request: Name of school/unit, what are you ordering (flags, costumes, tops, vinyls, floors etc), dimensions of flags/vinyls, quantities of each, billing and shipping information, budget, description of show and design, include any inspiration photos, links to videos/music that you wish to be considered.
2. **Sketch/Art Proof and Quote to be sent to the customer:** Within approximately two weeks we will return sketches/art proof along with a quote for you to approve. All information regarding types and colors of fabrics, trims, notions etc. will also be provided. At this point, the customer may make requests for edits to the design. In some cases, a new sketch or art proof will not be sent. A new sketch/art work will be provided if deemed necessary. If multiple sketches are requested and completed but do not end up getting approved or used, the customer may be charged for the additional sketches.
3. **Sizing:** Customer is encouraged to measure their performers using the guide and chart on our website www.showdaydesigns.com/sizing. Sizes of performers should be emailed to us at info@showdaydesigns.com. Please indicate gender of costume to be assigned to the performer. If the costume requires special skin-tone fabrics, we will work with you to make the appropriate fabric selections. If you are returning customer you may use previous products to size your performers. If you would prefer that we size your students by providing their measurements we will do so but you accept the liability of the sizes we assign. If there is an issue with fit we will do our best to accommodate. We are not required to replace costumes because of fit. Additional costs may be assessed.
4. **Estimate or Invoice sent:** At the time that sketch/art proof and cost of product(s) is approved, an estimate or invoice will be sent.
5. **Payment or Purchase Order received:** The timeline for production and shipment will begin **ONLY WHEN** a purchase order from your school district is received or a full payment or deposit of 50% is received. Also, we cannot begin production of costumes until all performer measurements are received. Additionally, the customer is responsible for ensuring that Showday Designs is placed in contact with the proper officials at the school to ensure vendor set-up. We do not take on the responsibility of researching this process for individual school districts.
6. **Fees:** *Artwork/Set-up* fees will be applied for all custom print designs. If a customer provides their own artwork that does not require any edits, an artwork fee will not be applied. A set-up fee may still be applied. *Pattern/Grading* fees will be applied for all custom design orders. A pattern fee for "soloist/individual costumes" may be assessed at the discretion of the production manager. *Shipping fees* will be applied based on quotes provided by one of our shipping carriers. Fees are not negotiable.
7. **Samples:** The first costume completed will be photographed and sent to the customer to view, as a courtesy. The customer may raise any logistical concerns regarding the costume. Any major changes to types or color of fabrics or changes to the pattern may result in a change to the overall cost, production time, and you may be charged a "sample fee" for the first costume made which cannot be included in the order. As a policy, we do not provide "samples" of products but you may make a specific request in writing to info@showdaydesigns.com. Providing a "sample" upon request will be at the discretion of the production manager. A sample fee may be applied.
8. **Production & Shipment:** Flags and Printed Vinyl will take 4-6 weeks to complete from the date of compliance with term #'s 3-5 as listed above. Costumes/uniforms will take 10 weeks to complete from the date of compliance with term #'s 3-5 as listed above. Your ship date will be assigned for the "the week of" based on compliance with term #'s 3-5 as listed above. Orders are assigned ship dates in order of receipt of payment, deposit, or school purchase order. All orders will be shipped "Ground" unless otherwise asked for by the customer. Customer will be responsible for all shipment costs. Production and shipping could be delayed for reasons beyond our control. These reasons could include but are not limited to: natural or manmade disasters, shipping carrier delays, material delays (such as fabrics and notions), and 3rd party vendor delays (such as printing). We will communicate any delay to the customer and provide up-to-date information as it becomes available. We do not assume responsibility for delays unrelated to our services. We are not responsible for items or orders lost or damaged by the shipping carrier. We will work with customer to help resolve this issue with the shipping carrier in the case of a lost or damaged shipment but we will not take financial responsibility for replacing lost or damaged items or orders.

IMPORTANT INFORMATION

- There is a minimum of 8 units for a costume/uniform order and a minimum of 6 units for a flag order. *You may inquire about an exception to this when you contact us to place your order.* We do not manufacture single/soloist costumes.
- Custom costumes are not exchangeable or returnable and cannot be canceled at any time during the process.
- Pattern fees are charged for the creation of each custom style. This applies to an order that contains multiple different styles and designs.

Reorders:

Provided the fabric is still available, re-ordering your custom garment is simple. If fabrics or trims in your garment have been discontinued, we will do our best to find a suitable/approved replacement. If your order contains a custom print, this could delay your reorder. Reorders will generally take 4-6 weeks to produce depending on the time of year. The price of your re-ordered garment could change based on current material and manufacturing costs. There are no minimums on re-orders. We cannot guarantee 100% replication on re-orders due to many factors such as certain fabrics/notions being unavailable, printing colors may be different due to factors beyond our control, and others. We will work with customer through issues that may arise.

Change to Original Order:

If you need to change the quantities or sizes of your original order you must submit in writing. We cannot guarantee that we will be able to remove a size from the original order based on when items went into production. To add to your order, you must submit through the link. Add-on units may take an additional 4-6 weeks to produce.

Washing Disclaimer:

Please note that custom garments require special care. Hand wash one garment at a time. Use cold water only and mild detergents. Never add bleach. Never soak, scrub or twist garments. Lay flat to dry. To avoid color transfer, keep dark and light colors separated when washing and drying. Do not dry clean or wash in the washing machine, and never machine dry.

Alterations:

Some items may need minor alterations by the customer such as pant/dress/skirt hem lengths. We do not make alterations or fixes to costumes, uniforms, or flags unless agreed upon by the Owner & Operator. We will not reimburse for alterations or edits made by a third party person.

Payment Options:

All orders require a 50% deposit or a valid signed School Purchase Order to be processed. We accept all major credit cards and checks. Checks made payable to "Showday Designs" and should include a copy of your estimate/invoice and mailed to Showday Designs, 1101 Ivy Hill Rd, Unit 2, Philadelphia, PA 19150.. Your electronic credit card payment can be made by following the instructions in the invoice which you will receive via email. The balance of all orders should be paid prior to shipping unless a School Purchase Order is being used for payment.

Cancellations:

Once an order is in production no cancellation can be made unless otherwise granted by the Owner & Operator.

Returns:

Returns are not offered on any order.

Refunds:

Refunds are not offered on any order. You may make a refund request in writing but all decisions are left to the discretion of the Owner & Operator.

Ownership of Design:

All custom designs that are created for your team are the intellectual property of our company and may only be produced by our company. If you decide to cancel your order before production you may not take our design to another manufacturer for production without written permission from our Owner & Operator. Artwork fees may be assessed.

ACKNOWLEDGEMENT OF THIS AGREEMENT

You must provide an electronic signature at the link below provided to you for submitting measurement.

By electronically signing this document, you agree to all terms as outlined.

<https://tinyurl.com/ShowdayDesignsCustoms>