



Confirmation Information

*****Please read thoroughly! This information is important when sending confirmation orders.***

- **ORDERING:** Orders MUST be received **AT LEAST 3 WEEKS** in advanced of your confirmation date. Orders received within the 3 weeks of your confirmation date will be assessed a \$25.00 rush fee in addition to the regular shipping costs.
- **MEASURING:** Height measurements should be taken with the individual's shoes on. The measurement should be the total height from the top of the head to the floor. Chest measurements should be included as it is important the gown fits properly.
- **TAX EXEMPTION:** If you are a new customer you will need to provide us with your tax exempt number for our records.
- **BILLING:** Invoices will be sent out once we ship the order. ***If you'd like to pay by credit card; please wait until you receive the invoice then please contact customer service at 1-800-370-0931 with you credit card information.*
- **SHIPPING:** Delivery will be at least one week prior to your confirmation date in order to allow time to make changes as needed. Gowns are shipped to you via FEDEX so please include full address as we cannot ship to a PO Box. All boxes will contain a FEDEX return label to be used to be used when shipping the gowns back to us.
- **RETURNS:** We ask that the gowns be returned promptly. Discard the individual boxes and place the gowns in as a few boxes as possible. Please ensure that the return label is on the outside of the box.

If you have any questions, please call us at 1-800-370-0931.