



Dance Time!



Dance & Cheer Boutique

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Terms and Policies

It is Dance Time's goal to provide customer satisfaction. We will offer low prices without sacrificing quality. We are here to help you and will provide good **customer service**. Please let us know how we may better serve you.

Item Availability

We can match almost any item or find a similar item from any dance and cheer catalog. Please inquire on availability. If items are on backorder, items may be substituted for next size available. The sponsor/teacher will be notified of the change. _____ **Initials**

Order Placement

After selection of items is made including colors, sizes, and styles, order form must be signed by sponsor/advisor. A 50% non-refundable deposit (of the total) is required at time order is placed. Checks or Purchase Orders should be made out to Dance Time. Credit card payment is also available. The remaining balance must be paid prior to order completion.

Because, it is a team order, individual payments are highly discouraged. In the event that this is the only way order may be placed, there will be a handling fee for each student and sales tax will be added to the order since it is not being paid with school check or purchase order. No personal checks from individual students will be accepted for group orders. _____ **Initials**

Fittings

Fittings are scheduled with the Team Sales Associate. Fittings may be done at the school or at Dance Time. Fittings at Dance Time will be conducted by appointment on an individual basis. Fittings at school may be done as a group. The sponsor/teacher **MUST** be present for uniform fittings.

Sizes for items are determined at the fittings. Sponsor/ teacher must approve sizes. If there is any change in sizes after items are delivered, there may be a shipping and handling fee added. Not all items may be available for reorder. Please order carefully. _____ **Initials**

Matching Colors

Dance Time makes every effort to match colors as closely as possible; however, different types of fabrics used on uniforms may vary slightly in color. Also, items ordered from different companies may have shading differences. _____ **Initials**

Delivery Times

Orders for shoes, accessories, and most body wear are filled within 7-10 working days. Uniform and costume orders are filled within 3-8 weeks depending on quantity and when order is placed. The best effort will be made to fill order as soon as possible.

RUSH orders for uniforms will require a 25% upgrade of uniform price and will be filled within 7-10 business days. (Please ask if this is available at time order is placed)

All times are approximate and may vary depending upon availability of products and time of the year your order is placed.

Orders will only be delivered or given out when COMPLETE payment is received for the full team order. NO EXCEPTIONS. A sponsor must be present for uniform fittings. _____ **Initials**

Returns and Exchanges

Dance Time has a no money-back return policy. Exchanges may be made depending on the item. Please check below:

Uniforms, Costumes, and Custom-Made Items (including poms)

Items, which are custom made, may NOT be exchanged unless there is a defect in quality or workmanship. In case of a defect, please contact Dance Time within 7 days so a replacement may be made.

Body Wear

In-stock body wear which is in new and unused condition may be exchanged within 7 days. A replacement will be made. Bloomers, tights and leotards may not be exchanged due to health regulations.

Shoes

Sizes must be ordered accurately when order is placed. There will be a 15% restocking fee (of shoe price) for non-stock shoe exchanges. Shoes must be in new and resalable condition.

Accessories (Bags, Socks, Megaphones)

Accessories that are not personalized, which are in new and unused condition, may be exchanged within 7 days. A replacement will be made. _____ **Initials**

Changes

All changes to the order must be documented in writing. Once order has been started, changes may not be possible, check with Team Sales Representative. _____ **Initials**

Cancellations

Customer must check order form carefully before signing. Customer may NOT cancel nor make changes to order once it is placed. If any student drops out of the group, the team is still responsible for all custom made garments and/or customized items prepared for the student. Payment must still be made on these items before order is delivered. _____ **Initials**

Reorders

Not all products may be available for reorder. If they are available, they will be at regular price, not at the discounted team price. However, if the reorder is for a large amount, a team discount may apply. To ensure that reorder is as similar as possible to the original order, please bring a sample of the item. _____ **Initials**

Sales Tax

Customer must provide exemption certificate at time order is placed to be exempt from sales tax and pay with an organization check or purchase order. Otherwise, taxes will be added to your order. _____ **Initials**

Garment Care Instructions

All garments are easy care. Care instructions are included with each garment. Please follow instructions on garment. We also recommend that no harsh detergents or bleach may be used on garments. Dance Time is not responsible for damages due to failure to follow garment care instructions, such as not washing items with like colors or under delicate cycle as needed. _____ **Initials**

Outgrown Uniforms

Dance Time is not responsible for altering or replacing uniforms that have been outgrown. Uniforms fitted with the DT Fitting Kit and uniforms manufactured by one of the Dance Time vendors, will NOT be altered. Dance Time may be able to alter Dance Time manufactured uniforms for an additional fee but only at the time that the uniforms are initially delivered. _____ **Initials**

Other Conditions

Delivery/Pickup

All delivery schedules are projected. We assume no liability for delays in our failure to make delivery due to conditions we have no control over, such as inability to obtain supplies, delays of carriers, accidents, acts of nature, and other unavoidable causes. All orders that are ready will be delivered at the specified date. Dance Time will not be responsible for orders left over 30 days from specified delivery date. Orders/Uniforms not picked up within five business days from delivery date, must be picked up by sponsor within a week after initial delivery. These uniforms will lose the initial alteration service, if applicable. Alterations for these uniforms may be available for a charge based on time availability. _____ **Initials**

Parents

Sponsor/teacher is responsible for advising parents of all team order issues. We are not responsible for conflicts between parents, teachers, sponsors, students, and other individuals regarding orders. If parents call Dance Time regarding dates, payments, item selection or other issues, they will be referred to the sponsor/teacher. Because it is a group order, Dance Time is only responsible for communicating with the sponsor/teacher in charge of the order in order avoid miscommunication between sponsor/teacher and team members/parents. Please advise parents of this policy. _____ **Initials**

I have read and agree to Dance Time’s terms and policies and have initialed each section:

Print Name: _____

Title: _____

Signature: _____

Date: _____

Team Name: _____