

Welcome! Thank you for choosing Dianne Holbert to costume your group! We are thrilled to work with you and aim to make this process as seamless as possible. Below you will find an Order Checklist along with instructions to assist you through the ordering process.

Checklist:

- Complete Customer Profile and email it to the Dianne Holbert (DH) team**
- If tax exempt, email your tax exemption certificate to the DH team as well**
- Review "Measuring Instructions" page**
- Complete [Measurement Chart](#) for girls and/or guys
(click the link and select the "Measurements" file)**
- Send completed "Measurement Chart" with your estimated size selections for each girl/guy to the DH team**
- Remit Deposit to the DH team**
- Once the DH team emails you final size selections for each girl/guy based on manufacturer recommendations, send your confirmation/approval of final size selections by replying to the email**

Customer Profile:

1. Please complete and sign the "Customer Profile" page of this packet and return it to the Dianne Holbert team. No orders will be placed without this authorized signature acknowledging all of the information in the Dianne Holbert "Costume Order Packet."
2. If your organization is exempt from sales tax, please send a copy of your tax exemption certificate to the Dianne Holbert team along with your signed "Customer Profile" page.

Measuring Instructions:

1. We recommend the same person take all measurements to ensure consistency.
2. Please read all instructions on the "Measuring Instructions" page and watch the instructional video [here](#).
3. Please reach out to the Dianne Holbert team with any questions. We will video chat with you to answer any questions and ensure that measurements are taken accurately.
4. Please note that standard lengths are listed on the "Measuring Instructions" page of this packet. Any changes to these lengths should be discussed with a member of the Dianne Holbert team.
5. Using the "Measuring Instructions" page of this packet, measure each girl or guy and complete the measurement chart. All sections of the measurement chart must be completed. Refer to the "Measuring Instructions" page to select the size closest to each girl's measurements. The bust, waist, and hips are the most important measurements. If a size is questionable, estimate or leave the size blank and the Dianne Holbert team will determine the size for you.
6. If any questions arise when taking measurements, please contact the Dianne Holbert team for assistance.

7. The Dianne Holbert team and the manufacturer will review your measurements for each individual girl or guy and approve the size listed or revise it if needed. This three-way check on measurements ensures the best fit.
8. The Dianne Holbert team will then send you an email requesting your approval of the final size selections that the manufacturer has selected for each girl or guy based on your measurements. We suggest that

you use the sizes determined by the manufacturer. Please reply to the email to confirm/approve the final size selections. Your email reply to the Dianne Holbert team will be accepted as your confirmation/approval of the final size selections for each girl/guy.
9. We recommend adding at least two extra costumes (larger sizes recommended) to your order at the time of placement, because additional individual costumes cannot be ordered at a later date due to the manufacturer's required minimums.
10. The Dianne Holbert team will inform you of the manufacturer's required minimums. Typically, a minimum of 20 pieces is required to place an order.

Deposit for Costumes:

1. Upon receipt of the invoice for your order, a half-deposit for women's costumes (girls and/or guys) is due immediately to place the order and ensure there are no delays in production.
2. Any changes to the original sample may incur additional costs. The Dianne Holbert team will notify you ahead of time.
3. Once your deposit is received and measurements/sizes are confirmed, your order will enter production. At this time, no changes can be made nor refunds issued.
4. **All sales are final. There are no returns, exchanges, or refunds on costumes.**
5. DHL will contact you when your garments are ready to ship and will send you an invoice for the balance that is due. The balance is due before your order is shipped. Please plan accordingly so there is no delay on your end.

Balance for Costumes:

1. When your costumes are ready to ship to you, the Dianne Holbert team will contact you to let you know. At that time, an invoice for the balance that is due will be sent to you.
2. The balance due for your costumes will include shipping charges and all applicable sales tax.
3. If your organization is tax exempt, but the Dianne Holbert team has not received your tax exemption certificate by the time that the balance is due, sales tax will be added to the balance due.
4. The balance for your costumes is due before your order will be shipped. Please plan to remit the balance due to the Dianne Holbert team as soon as possible so that there is no unnecessary delay in receiving your costumes.

Additional Notes:

1. Fulfillment of custom orders takes 90-120 days.
2. Once a custom order is placed, any changes that are requested to be made, if approved, may delay the production time by six weeks and may incur additional costs.
3. We are unable to guarantee dye lots. There may be a 5-10% difference in the sample and your completed costumes.
4. Custom orders with modifications in fabric, styles, colors, and quantity may have a surcharge per garment.
5. We do not offer a warranty on our costumes due to their delicate nature.
6. Please check all costumes immediately upon receipt. The Dianne Holbert team will address any issues due to our own error within two weeks of your receipt of the order. After two weeks, the Dianne Holbert team is no longer responsible for issues with the order.
7. Any mistake due to incorrect measurements on the part of the customer completing the order form/ measurement chart will not be the responsibility of the Dianne Holbert team.
8. All sales are final. All items are made to order and cannot be returned, exchanged, or refunded.

GENERAL CONTACT:

SCHOOL NAME _____

CONTACT NAME _____

CELL _____ DAYTIME PHONE _____

EMAIL _____

BILLING:

STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

BOOKKEEPER EMAIL _____

TAX EXEMPT? YES NO

**If yes, please email a copy of your tax exemption certificate
to smh@dianneholbertlimited.com.**

SHIPPING:

SCHOOL NAME _____

CONTACT PERSON _____

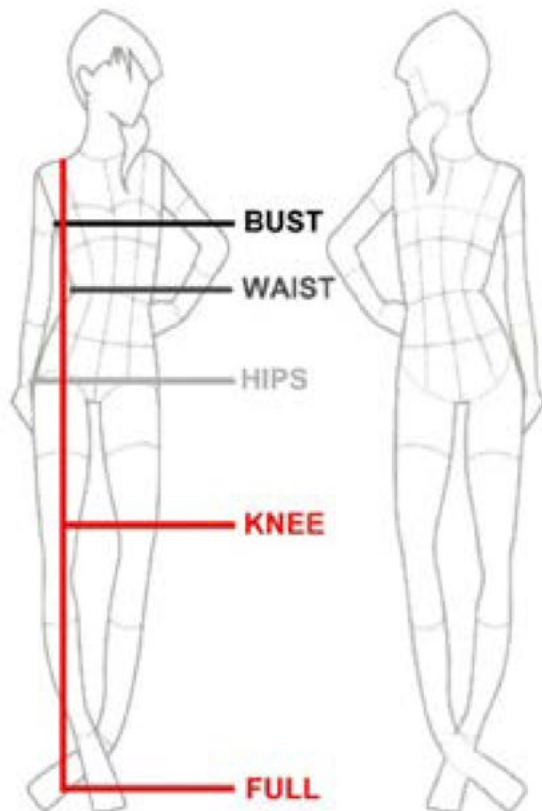
SHIPPING ADDRESS _____

CITY _____ STATE _____ ZIP _____

CONTACT NUMBER _____

I have read and acknowledge all of the information outlined by Dianne Holbert Limited as it pertains to ordering costumes. I understand that the submitted information including the measurement charts I submit will be used for my order placement. I understand that all orders are final, made to order, and cannot be returned, exchanged or refunded. This form has been completed to the best of my knowledge.

AUTHORIZED SIGNATURE: _____ DATE: _____



Understanding Measurements:

Bust: Measure the bust at the fullest part. Please note bra size and bust are not the same measurement.

Waist: To measure the waist, bend to the side and mark where the body creases. Measure around this point of the body.

Hips: Measure the fullest part of the hips.

Length: Measurement from high point shoulder to hem.

Note: Please make sure measuring tape is parallel to the floor for bust, waist, and hips measurements.

Size Chart	00	0	2	4	6	8	10	12	14	16	18	20	22	24
Bust	32	33	34	35	36	37	38.5	40	42	44	46.5	49	51.5	53
Waist	25	26	27	28	29	30	31.5	33	35	37	39.5	42	44.5	46
Hips	35	36	37	38	39	40	41.5	43	45	47	49.5	52	54.5	56
Knee Length	36	36	36	36	36	38	38	38	38	40	40	40	40	40
Full Length	62	62	62	62	62	62	62	62	62	62	62	62	62	62

Please enter your students' measurements on our [MEASUREMENT CHART](#).
(Click the link above and then click the "Measurements" file to download.)