

CHARLOTTE STIFFELL

Our Design Service

CS projects requiring a full design service including both styles and fabric a quotation will be submitted upon full briefing.

For new styles that need to be created from scratch a development charge may be incurred. This will be submitted along with our initial quote. Please allow between 2-3 weeks for new styles/samples to be produced. Samples are charged in accordance to our normal pricing, but are non-returnable.

Before we attend a meeting if possible the following information is required to enable us to prepare properly.

- 1) Budget per person
- 2) Type of fabric required i.e. washable crepe etc.
- 3) Amount of people in the team
- 4) Size range of the team members

Our consultant will have brochures showing various styles and ideas, of clothing that we can produce. These items can be supplied with various amendments. These are the styles that are ready to produce, which can be delivered in the time frame below:

Delivery Dates

New orders	=	4-6 weeks
New Starters	=	10-14 days

Should there be an urgent request please discuss during the meeting as often we will be able to accommodate.

Our service to you

We will attend site and every individual will try on an item of clothing in their nearest size. At this point we will check sleeve length jacket length and the fit of the body. It is crucial that they take the time to ensure that they are happy with the fit. If alterations are necessary, our fitter will pin the garment accordingly and measure the amount in centimetres to be taken in or let out. The wearer will be asked to sign our order form agreeing to the information provided. We work from a block sizing guide so by adding or minusing we can determine a finished measurement. Our fitter will have a size chart for viewing.

Uniforms are then delivered back to site and the wearer will try on to see if any further adjustments are required. If the adjustments are additional to the measurements taken then they are chargeable as to our alterations price list. We may request photos if the uniform has been sent or an absent wearer when delivered.

Once they have been accepted, the project is closed ready for payment.

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Lotte 17 - Special Orders

When choosing garments that come under our 'Lotte17 special orders' a member of our design team will visit your place of work and discuss your requirements in more detail. Your choice of fabric and garment elements will be included in this design service. Once the final looks have been defined then authorised, we advise that you factor in producing a sample – which is changeable. This will be supplied in a standard size along with a sizing specification sheet to ensure the correct sizes are ordered.

Please allow 2 weeks for samples to be produced.

Our Quality Guarantee

For all fabric used we can supply a fabric test report, this can be requested by you.

Our uniforms are guaranteed for the following:

Fabric as per test report

Hems falling down 8 weeks

Replacement zips 4 weeks

We are not liable for general wear and tear. We provide garment care tickets on every item, which contains information on how we expect uniforms to be maintained. There is also a care tips video on our web site, please ask for log in details.

We are not liable for general wear and tear. The garment care tickets provided contain sufficient information on how a uniform should be maintained. Thereafter this should be upheld by the site manager.

We supply our own dry-cleaning service and strongly recommend this is used.

Exchange Policy

We can only exchange garments that are in a resalable condition with packaging. Returns should be sent to HO with clear information on if a credit or new size is required. All items need to be returned within 28days or the invoice date.

Cancelled Appointments

There is a £50 charge for missed fittings and cancelled orders. Orders cannot be cancelled after 3 days.

Alterations to existing garments

We can alter existing garments to fit new employees, only one size up or down. We do not narrow shoulders or sleeves. We only alter garments made by us. We recommend a manager present at the fit.

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Service to Regional sites

The following information needs to be supplied:

A contact name and address at each site. Size ranges and gender of the team members at each site.

A size range of the uniform is sent to each site with an order form in accordance to the uniform being supplied. This is at a cost to CS. The uniform will have stitching around the sleeve and trouser/skirt confirming short regular and long lengths. Each person needs to try on uniform and complete the order form. It is their responsibility to complete the form correctly. For people who

are unsure of their sizes or require further alterations we request photos. They can contact our office for advice; we can also attend conference calls.

The size range needs to be either returned to CS or sent directly to the next site, this is a cost to CS.

It is vital that all parties are clear on the service we provide. We do not sell a bespoke service and this information should be passed on to the individuals wearing the uniform. Styles cannot be changed to suit personal preference, and our sizing corresponds with our sizing chart which we can provide. Alterations decided upon after we have departed site will need to have photos taken top support and this will incur additional charges