

Custom/Quick Ordering Policies

To preserve our ability to meet customer and employees' needs under changing conditions, DNA Performance Wear may modify, augment, delete, or revoke any and all policies, procedures, practices and statements contained in this document at any time without notice.

Estimated Production Time (Subject to Change)	Quick Orders	DNA Custom Orders	Bespoke Orders	DNA Sample Garment	Bespoke Sample Garment
	2-4 weeks	4-6 weeks	6-8 weeks	2-4 weeks	4-6 weeks
These estimated time frames are based on production time and do not include shipping time. While DNA tries to meet every production deadline, in some cases there may be circumstances that are out of our control. i.e. fabric shortages, equipment maintenance, etc. and therefore these time lines are not guaranteed. DNA is not responsible for orders that may extend beyond the standard production time. Holidays are not included in production times. Please order early to avoid these delays. If your order includes multiple products with different production times, your order will not be shipped until your entire order is completed.					
Quoting	DNA Performance Wear offers quotes free of charge for customized DNA garments. For quotes requesting a bespoke design, there will be a deposit required. This deposit will then be applied as a credit against your Bespoke Order.				
Shipping and Handling	Orders shipped within Canada and the United States are sent via Canada Post expedited parcel with \$100 insurance unless otherwise requested. Please note that shipments can take up to 10 business days in Canada and up to 30 business days in the US, depending on the destination. Shipments are sent on Monday, Wednesday and Friday. Once an order leaves the facility and is in the possession of the courier, it is no longer the responsibility of DNA Performance Wear. Any lost, stolen or damaged orders are the responsibility of the receiver.				
Rush Orders (DNA Custom Order)	All rush requests are upon approval. Rush options cannot be applied to quick orders or sample garments. 15% of total invoice for rush of 3-5 weeks.				
Rush Orders (Bespoke Order)	Rush Orders cannot be applied to initial Bespoke Orders. For repeat Bespoke Orders the rush option is 15% of total invoice for rush of 5-7 weeks.				
Payment	All orders are placed online and processed through our online store. We accept payment from all major credit cards (Visa, Mastercard, American Express, Discover, JCB)				
Changes	Any changes made to a submitted order are subject to a \$15 charge. All changes must be sent by email. Once an order is in production, changes CANNOT be made, a new order will need to be placed for any additional items.				
Order Cancellations	Orders CANNOT be cancelled once they have been sent to production.				
Back Orders	Occasionally, some materials will be on back order from the manufacturer and may delay the ship date. Please order early to avoid these delays.				
Returns/ Exchanges	All Custom Orders, Quick Orders, Bespoke Orders and sample garments are made to your specifications and therefore are <u>final sale</u> .				
Fees	Orders may contain the following fees apart from the cost of your garment. <ul style="list-style-type: none"> • One-time Set Up fee • One-time Bespoke Design fee (if applicable) • Shipping Fee (for orders outside of Canada) • Rush Fee (if applicable) Quick Orders are exempt from these fees. Shipping fees apply on quick orders under \$100 and Quick Orders outside of Canada.				

Sizing	Follow our sizing guide for guidelines. Sizing leotards can be rented for a fee, for a period of one week if requested. A sizing package order form must be submitted to receive a package. DNA will not be responsible for garments that do not fit to customer satisfaction. It is the customer's responsibility to ensure the correct size is ordered.
Wear and Tear	DNA Performance Wear cannot be responsible for normal wear and tear of our products. Normal wear and tear include: running of colors from sweating or washing, embellishment loss, snags in fabrics and fading of colors and metallic finishes.
Manufacturers Defect	DNA will cover all costs associated with a manufacturers defect including repairs and shipping up to 14 calendar days from date of receiving the item. In order to claim a manufacturers defect the item must be unworn with tags still attached. An email must be sent to info@dnaperformancewear.com to notify of a manufacturers defect.
Repairs	All repair requests are upon approval. If approved, the customer is responsible for all associated costs. An email including photos of the area needing repair must be sent to info@dnaperformancewear.com to be approved. Once approved, items must be shipped back for repair clean and washed. If items are returned dirty, the customer will be charged a cleaning fee of \$30 in order for our staff to make repairs on a sanitary item.
Fabric Variances	DNA Performance Wear orders high quality fabrics from reputable companies. Variances between fabrics can occur which are beyond our control and may affect the fit and stretch of the fabric. DNA Performance Wear cannot be held responsible for fabrics that come to us with variances.
Effects Fabrics	Effects fabrics such as Mystiques, Glitter Mesh and other fabrics with sparkle, are very appealing; however, they have limited durability. These fabrics will gradually dull with repeated wear and washing.
Washing and Care Instructions	<ul style="list-style-type: none"> • Hand wash in cold water • Use mild soap. Do not use Zero or laundry detergent. Hand soap is sufficient. • Rinse in clean water • Hang to dry, do not lay flat <p>Use clear deodorants (Alcohol and Aluminum cholorohydrate free). Mineral content of regional water supply may affect washing outcomes. For best results wash in distilled water. To avoid pilling, avoid contact with rough surfaces and velcro.</p>
Mesh	Delicate fabrics such as mesh can easily rip or snag. Please wear, wash and handle mesh with extreme care. If a rip or run does occur, please contact us as soon as possible. DNA Performance Wear may be able make repairs; however, the customer will be responsible for the cost.
Sublimation	Sublimation is a fabric printing process capable of creating amazingly vivid, sharp and full color fabric prints. As the ink is printed into the fabric, normal wear and tear such as snags may be more visible on the fabric. Pilling may occur on sublimated fabrics when it comes into contact with any rough surface. This is an issue we cannot avoid due to the nature of the fabric. DNA will not be responsible for replacing or repairing your garment if pilling or snags occur. Fabric "grin through" will occur on sublimated fabric when stretched. This is when the underside of the fabric, which remains white, becomes partially visible through the sublimation ink. This is an issue we cannot avoid due to the nature of the fabric.
Color Bleed	When combining light colored fabric with a dark color fabric, color bleeding may occur. If you choose to combine these color fabrics, it is at your own risk. DNA Performance Wear will not be responsible for replacing your apparel if color bleeding does occur.
Embellishments	Wearing and stretching may result in embellishments falling off. Areas where embellishments have been applied may dull slightly due to the heat application. Over time embellishments may dislodge due to wearing and washing even when proper care has been taken. Densely placed embellishments may affect the stretch of the fabric. DNA Performance Wear will not be responsible for replacing or repairing your garment if embellishment loss occurs.



Performance Wear

#1-510 45th St. West

Saskatoon, SK

S7L 6H2

info@dnaperformancewear.com

www.dnaperformancewear.com

1(306) 934-3946

Fabric Samples	Fabric samples are available for a fee. Some fabric samples may not be available as we draw from in stock fabrics.
Sublimation Fabric Samples	Custom sublimated fabric samples are available for a fee. If a club is looking for a specific color match, a sublimation fabric sample is strongly recommended.
Sample Garment	Sample garments can be ordered at the cost of the customer. Sample garments require a Sample Garment Order Form to be submitted. If a sample garment is not ordered, DNA Performance Wear cannot be held responsible for customer dissatisfaction in embellishment placement, colour, construction and overall design of the ordered garment. For Bespoke Orders, a sample garment order is required . All Sample garment orders are FINAL SALE .
Competition Regulations	It is the responsibility of the customer to ensure apparel they are ordering follows competition regulation. Ex. Colours of men's long gymnastics pants, open back leotards, etc.