

KELLÉ CANADA

ORDER INFORMATION

Welcome to Kellé!

We want to ensure that you will have the best possible experience with us. From the selection of your fashion-driven, cutting-edge costume to the excitement you and your dancers will experience while performing in Kellé costumes on stage. Please use the following guidelines to ensure a smooth ordering process.

Order Placement

Orders may be placed online, via email, fax, or phone. We are available Monday through Friday 8 am through 5 pm central time.

Payment

When you place your order, we encourage you to pay for it in full as orders will not ship until the total balance is paid. We will accept a minimum deposit of 50% for regular orders totaling at least \$500.

Prior to placing your order, notifying your financial institution regarding the upcoming international transaction can eliminate unnecessary delays. All payments must be received via credit card. We accept Visa, Mastercard, American Express, and Discover.

All Kellé pricing will be stated in USD. Your credit card company will convert your charge from USD to CAD at the time of the transaction. There are conversion calculators available online if you would like to know what your Kellé order is in CAD.

International Fees

International fees include all taxes, tariffs, and brokerage fees to import your costumes. The current rate is 26% of the total price of product being shipped. This charge will appear on your confirmation as "Duties & Taxes."

Order Confirmation

Upon placement of your order, you will receive a detailed order confirmation noting your scheduled ship date. Please review your order confirmation and check it against your original order. If there are discrepancies, call the Kellé Customer Relations team at 1-800-707-8333 for resolution and a revised confirmation.

Changes and Cancellations

Adjustments to your order can be made within 7 days of the order date listed on your confirmation. Any changes to your order after that period will be treated as a new order and shipped at the current ship date. Cancellations of costumes after the 7-day period will incur a cancellation charge of \$10 per costume. **Orders scheduled to ship in 14 days or less cannot be changed or cancelled.**

Exchanges

Kellé accepts new costume returns for size exchange only. We cannot accept for exchange any costumes that are customized; are worn, stained, altered or damaged; or have had appliqués or trims applied or removed. Please call Kellé to obtain the required return authorization before sending items for exchange. All size exchanges must be placed within 14 calendar days of receiving your order. The size exchange fee is \$7.50 per costume plus shipping. **Kellé costumes are made-to-order and therefore may not be returned for refund or credit.**

Liability

In case of non-delivery by a specific date, Kellé will not be liable or responsible for any damages whatsoever beyond the monies paid by the customer.

It's in the Bag!

Kellé includes reusable drawstring bags with every order to make organizing and distributing your costumes a breeze. Each bag is roomy enough to hold a costume and accessories.

Shipping

All orders are shipped from Minneapolis, Minnesota. Kellé offers insurance for an additional \$1.00 per \$100. We cannot be responsible for orders lost or damaged during shipping; however, we will do all we can to assist you in handling claims.

Order Total	Shipping Cost
\$0 to \$500	\$49.88
\$501 to \$1,500	\$77.38
\$1,501 to \$2,500	\$109.88
\$2,501 to \$3,500	\$142.38
\$3,501 to \$5,000	\$177.38
\$5,001 to \$6,500	\$200.00
\$6,501 to \$8,000	\$255.00
\$8,001 to \$9,999	\$315.00
\$10,000 and over	Free

Shipping Notification

At Kellé we pride ourselves on delivering every order on time. When an email address is provided to us, you will automatically receive an email with the tracking number when your order ships. If you have any questions regarding your shipment, please contact our Customer Relations team.

Contact Information

Kellé
4929 Boone Ave N
Minneapolis, MN 55428
USA

763.533.8588
763.533.8606 (fax)
info@kellecompany.com

Discounts

Discounts apply to single orders paid in full at the time the order is placed. Discounts only apply to product shown in the 2019 catalog and do not apply to special orders and shipping charges. Discounts will be calculated based on the postmark date for mailed orders.

Volume Discount			
Merchandise Total	09-01-18 to 12-19-18	12-20-18 to 01-16-19	01-17-19 to 04-17-19
\$2,000 to \$4,000	7%	5%	3%
\$4,001 to \$7,500	9%	7%	4%
\$7,501 to \$12,000	11%	9%	5%
\$12,001 +	13%	11%	7%

Sizing

At Kellé we know a great-fitting costume is important to every dancer. That's why we have combined the latest technology with tried and true pattern expertise to provide you with great-fitting costumes. For the best fit, please order using the Kellé size chart. Select the size that most closely matches your student's measurements. If the measurements fall between sizes, it is recommended you order the larger size. The girth will be the most important measurement to follow unless you are ordering separates. Please contact our Customer Relations team with any special sizing questions.

Measuring Your Students

- 1. Bust:** With arms relaxed at your sides, measure the fullest part of the bust, keeping tape parallel to ground. This will determine your top size.
- 2. Waist:** Measure around the narrowest part of your natural waistline.
- 3. Hips:** Stand with heels together and measure the fullest part of your hips, keeping tape parallel to ground. This will determine your skirt, pant and short size.
- 4. Girth:** Place tape measure at center of shoulder, down the front torso, between the legs, up the back and to the same point on the shoulder, hold tape loosely. This will determine your unitard, biketard and leotard size.
- 5. Inseam:** Measure inside of leg from upper leg to floor. Hold tape loosely.



Kellé Size Chart - Inches

Size	Bust	Waist	Hips	Girth	Inseam
Children		Girls			
XSC extra small	21-23	19-21	22-24	37-39	21½
SC small	24-25	22-23	25-26	40-43	23½
MC medium	26-27	23½-24	27-29	46-48	26½
LC large	28-30	25-26	30-32	51-54	30
Teen/Adult		Women			
T teen	30½-32	25-26	32½-34	55-58	30¾
SA small adult	32½-34	24-26	34-36	55-58	31¾
MA medium adult	35-37	26½-28	37-39	58½-61½	32¾
LA large adult	38-40	29-30	40-42	62-64	34¾
XLA extra large adult	41-42	31-33	43-44	64¼-66	35¾

Size	Chest	Waist	Girth	Inseam
Children		Boys		
XSC extra small	21-23	19-21	38-40	22
SC small	24-25	22-23	41-44	22½
MC medium	26-27	23½-24	46-49	25½
LC large	28-30	25-26	50-54	28¾
Teen/Adult		Men		
T teen	31-33	27-28	55-58	31
SA small adult	34-36	29-31	59-61	32
MA medium adult	37-39	32-34	62-65	32½
LA large adult	40-43	36-38	66-68	33½
XLA extra large adult	44-46	39-41	69-71	34½

