

DENNIS UNIFORM NATIONAL CUSTOMER SERVICE

customerservice@dennisuniform.com

PHONE 800.854.6951 FAX 877.291.5480

Mailing Address: 714 NE Hancock, Portland, Oregon 97212

How long will it take to receive my special measurement garment? We estimate 4 to 6 weeks for all custom work. During the busy months of July, August & September, we estimate 8-12 week delivery for custom work. A National Customer Service Representative works closely with our Portland, Oregon factory to help process your order quickly and correctly.

How much will my special measurement garment cost? Add \$22.00 to the cost of each garment produced.

Can I return a special measurement garment? We are sorry that we cannot accept returns on special measurement garments.

How do I order a special measurement garment? A Branch Representative or Representative from National Customer Service will begin an order. The Representative will provide you with a copy of the in-process order form to take home and complete with the body measurements. After adding your student's measurements, sign the form and return to DENNIS. Once we receive the completed form, a Representative will contact you with your order number, total billing and an approximate delivery date.

How do I measure? Accurate measuring is critical to guarantee a proper fit! We require a full set of body measurements in order to create a picture of your student, so that we can adjust our garment patterns accordingly.

1/ Please set aside 10 minutes to measure your student. He or she should stand up straight in undergarments or loose fitting clothes and sock feet.

2/ Use a standard tape measure. Hold the tape firmly, and wrap around the area without pulling tightly.

3/ Asking your student to exhale will allow a more accurate chest and waist measurement.

4/ Finish lengths vary from garment to garment. Some schools have modesty requirements that dictate hem lengths. Please consult your school sheet for more information.

5/ Measure twice, cut once! It is best to measure twice, even three times to get an accurate measure.

If you need help or have questions, please contact National Customer Service.

How can I make sure that my special measurement garment is correct? Measure twice, sometimes three times! Each measurement helps our pattern maker create a picture of how the garment needs to be adjusted for a great fit. Follow the directions on the measurement form, and don't hesitate to call National Customer Service if you have any questions.

Can someone help me measure? If it is possible to bring your student into your local DENNIS store, one of our Representatives will be happy to help you measure your student. Otherwise, one of our National Customer Service Representatives will walk you through the process.

Why can't I just measure a garment that fits? We adjust our patterns based on body measurements. We invite you to include the measurements of a well-fitting garment for comparison to our pattern.