



## Custom Apparel Agreement

This agreement ("Agreement") is entered into by and between Alden Custom's ("Alden Customs") and the client ("Client") for the provision of custom apparel. The following terms and conditions shall govern the relationship between Alden Customs and the Client:

### 1. Measurement and Alteration Services:

Alden Custom's clothing is meticulously crafted based on our detailed measurement form. It is strongly recommended that the Client be measured either in person or via video call by Alden Customs. In the event that the Client chooses to be measured by Alden Customs, alterations services shall be included in the purchase of custom apparel. However, if the Client opts to supply their own measurements, alteration services will not be included, but may be requested at a rate of \$75 per hour. Additionally, in the case alteration services are requested, the turnaround time is estimated to be approximately four (4) weeks. However, if a custom client chooses to have their alterations performed by a local provider, Alden Customs will reimburse them in full for the cost of the alterations. This ensures flexibility and convenience for the client while maintaining the highest standards of fit and satisfaction. Alden Customs shall not be held responsible for any major discrepancies resulting from incorrect measurements taken by the Client or any other person, even if using our measuring guide. Should the Client choose to measure themselves, they accept full liability for the final fit as indicated on the measurement form. By signing below, the Client acknowledges that they have watched our measuring guide, completed the form to the best of their ability, and accept full responsibility for any incorrect measurements supplied to Alden Customs.

### 2. Estimated Time of Completion:

The estimated time of completion for custom apparel is approximately eight (8) weeks during the busy season. However, when ordering custom or imported fabric, shipping times may cause delays in construction. While Alden Customs will make every reasonable effort to meet timelines and prioritize client orders based on need, specific time frames or show deadlines cannot be guaranteed. Additional alteration services needed are approximately four (4) weeks. The provided time frame is to be considered an approximation and not a guarantee.

### 3. Fabric Color Representation:

Due to technological limitations of digital cameras and computer monitors, the fabric colors depicted may not be an exact representation of the actual product. In the event that the Client chooses not to purchase swatches or view swatch books, Alden Customs shall not be held responsible for any dissatisfaction with the fabric choice after construction. Fabrics such as silks and other materials with sheen are particularly challenging to photograph or scan accurately, and therefore, the images should be used as a guide only and not be considered a final representation.

### 4. Client Responsibility and Feedback:

Alden Customs will make reasonable efforts to rectify any issues that may arise. However, the Client acknowledges and accepts responsibility for any major inaccuracies on the measurement form, including but not limited to weight loss or growth after garment construction, as well as dissatisfaction with the fabric choice. Before leaving negative public feedback, the Client agrees to contact Alden Customs with their concerns and provide an opportunity for resolution. Both parties shall act in good faith to uphold the terms of this agreement. In the event that they are unable to do so, they will endeavor to reach a mutual agreement.

By signing below, the Client confirms their understanding and agreement to the terms stated in this contract.

Client's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Alden Customs Signature: \_\_\_\_\_

Date: \_\_\_\_\_