



CUSTOM DESIGN OVERVIEW

For over 25 years, our goal has been to make your performance wear wishes come true! Now, with the help of our experienced design team, your ideas can become a reality. Creating custom garments is a creative, collaborative, and complex experience. The first step is to submit a [Custom Design Request](#). A customer representative will then contact you to walk you through the design and ordering procedure. A minimum order of 12 pieces is required. If your order requires less than 12 pieces, your order may not be accepted or additional fees will apply. The process will include developing a custom design illustration and sample prototype while adhering to your due dates and budget. Finally, production of your order will result in unique performance apparel, exclusively made for you.

Timeline

Our goal is to understand your team’s needs and successfully fabricate your vision, on budget and on time. This involves extensive communication, preparation and planning. It is essential we have your help in meeting due dates to keep your project on a structured timeline. We recommend you allow 12-14 weeks from the initial submission of your design request to shipment of your custom apparel. Time frames will vary depending on the complexity of your garment. If you have any questions or concerns throughout the process please contact us. We are here to assist you! The below sample timeline offers an example of expected time frames during the custom process.

What is the expected time frame for a custom design?

Timeline breakdown by week, once [Custom Design Request](#) is submitted.

[A Wish Come True Responsibility](#) | ***Client Responsibility**

Design Phase	Time Frame
*Custom Design Request submitted	start date
Design illustration completed and price established	2 weeks
*Design and price approved, Purchase Agreement submitted	2 weeks
Sample created and photo sent for approval	3 weeks
*Sample approved / Deposit received / Final sizes submitted	1 week
Production of garments	4 weeks
Total time	12-14 weeks

If you have the following applications or adjustments to your design, ADDITIONAL TIME may be necessary. Please note these descriptions to manage your expectations and plan accordingly.

Design Phase	Time Frame
Embroidery	2 weeks
Transition costumes (costumes that transition to a different look)	2-3 weeks
Redesign of garment after initial illustration	2 weeks
Redesign of garment after sample (2nd sample or sample alterations)	2-3 weeks
Custom printing	4 weeks

What would delay or expedite my order?

Reduce Time

Basing your design on an existing 'Wish' style.
Clear and specific design ideas and communication.
Approving emailed photo of physical sample.
Including visual examples with your design request.
Expedite approval of your design.

Add Time

Unclear about specific design ideas.
Redesign or need for multiple illustrations.
Remakes of prototypes or samples.
Physical sample be sent for approval.
Extensive fabric swatch requests.
Failure to meet identified due dates.
Complex printing / transition costumes.
Adding rhinestones and embroidery.

What happens if we get off the scheduled timeline?

The calendar is a guideline for planning and each custom design project is unique. It is not uncommon to encounter unexpected delays in the process. We are committed to working with minor delays. However, to make sure you get your finished garments on time, we need your help in making sure that delays do not exceed 5 business days. If this occurs as a result of a delay on your part your ship date will be adjusted one day for every day we are delayed.

Design Services & Costs

What is the first step to creating a custom design?

The first step of the design process is completing a [Custom Design Request](#). In two weeks, your concepts will be illustrated by our design staff and emailed to you with pricing information for your approval and feedback. You will have two weeks to approve/edit the design. If a major redesign is needed, the design timeline will start over.

What is the fee for a custom design?

Our design services are complimentary and our staff will provide you an illustration of your initial idea. Once you have approved the design illustration and projected price, your **\$100 or more non-refundable pattern fee** is due for your custom design to proceed. If you are unsure about what you are looking for, need significant changes to the design created or change your theme/concept; design services are then billed at \$50.00 per redesign. If we fabricate a sample garment for your order, but an order is never placed, you will still be charged the cost of the sample (\$100-\$200 or more depending on your specific sample).

Purchase Agreement

Once your design illustration is approved you will be asked to complete a Purchase Agreement. **This form needs to be signed and returned within 5 business days of receipt to keep your scheduled ship date. The development of your custom garment will not proceed until the Purchase Agreement is completed.** Please note, your Purchase Agreement is an estimate, not an invoice. You will not be billed or charged until your order is placed. You will be issued an invoice after your order is placed, which will outline all final pricing and include any shipping/additional fees that apply. You will be required to include credit card information on the Purchase Agreement. The credit card information provided here will be used for any outstanding design or sample fees if, for some reason, the custom order is canceled.

Sample Approval

Once your custom design illustration is approved, your Purchase Agreement is completed and returned and your pattern fees are paid, we will create a sample of your garment. For simple color, fabric or slight alteration changes a sample will not be made. We will email you a photograph of your sample garment on our custom sized mannequins for final approval. **If you require the physical sample be sent to you for approval, we suggest you add 1-2 weeks to your timeline.** We require the sample be returned to us within 7 days. We will not begin production until the sample is returned.

Can I make changes to my design once the sample is made?

Yes, minor changes, like color adjustments, skirt lengths, etc can be made without delaying your ship date or incurring extra costs. If major pattern changes need to be made, a new sample will have to be created which will extend your timeline 2-3 weeks and require an additional \$100 pattern fee. Changes will affect the final cost of the garment.

Production & Delivery

Production will take approximately 4-6 weeks after your final sizes and quantity needs are received along with your deposit and sample approval.

Reorders

Provided the fabric is still available, re-ordering your custom garment is simple. If fabrics or trims in your garment have been discontinued, we will do our best to find a suitable/approved replacement. Reorders will generally take 4-6 weeks to produce depending on the time of year. The price of your re-ordered garment could change based on current material and manufacturing costs. There are no minimums on re-orders, but there will be a cut fee if ordering less than 3 pieces per style/color.



CUSTOM DESIGN REQUEST FORM

Experience has taught us that the more complete and thorough information we have from you, the better we are at providing designs that accurately reflect your expectations and needs. To help manage time and costs, our team will only begin with illustrating when they are clear about your vision. A customer representative will contact you after this form is submitted.

Please note this important information:

- Minimum order of 12 pieces (less will be considered for an additional fee).
- Custom costumes are not exchangeable or returnable.
- 12-14 week process from design request to shipment.
- \$100 or more fee will be charged for the creation of each custom sample.
- Initial design is free. Additional design work will be \$50 per redesign.
- A sample will not be created until a Purchase Agreement is completed.
- Credit card information is required before a sample is created.

Required fields are marked with a star ().*

GENERAL ACCOUNT INFORMATION	
Do you already have an account with us?	Customer Number (if applicable)
School / Group Name	Category / Group Level
First Name*	Last Name*
Title	Referred By
Address*	City*
State*	Zip Code*
Phone Number*	Alternate Phone Number
Email Address*	Website
Method of Final Payment <input type="checkbox"/> Credit Card <input type="checkbox"/> Check <input type="checkbox"/> PO (schools only)	Funds will come from: <input type="checkbox"/> Business <input type="checkbox"/> School <input type="checkbox"/> Private / Boosters

DESIGN INFORMATION

Performance Date	Preferred Ship Date
Budget Per Costume	Quantity (12 piece minimum)
Size Range (Check all that apply.) <input type="checkbox"/> Child <input type="checkbox"/> Adult <input type="checkbox"/> XXL <input type="checkbox"/> Mens	
What is more important, design or budget?	
Is there another design you are inspired by? Attach photos/list team name or catalog and style #.	
Is there a theme, inspiration or specific design need we should be aware of? Please explain:	
Are there specific competition/school rules or requirements to consider in the design? Please explain:	
Color Preferences	
Your help depicting your concept is priceless. The more visuals the better. Check all that apply: <input type="checkbox"/> I will be sending inspiration photos. <input type="checkbox"/> I will be completing the included design template. <input type="checkbox"/> I would like to discuss my ideas with a designer.	
Type of Garment (Check all that apply.) <input type="checkbox"/> Unitard <input type="checkbox"/> Leggings <input type="checkbox"/> Shortall <input type="checkbox"/> Skirt <input type="checkbox"/> Dress <input type="checkbox"/> Transition costume <input type="checkbox"/> Tunic <input type="checkbox"/> One-piece <input type="checkbox"/> Pants <input type="checkbox"/> Two-piece	Fabric Preferences (Check all that apply.) <input type="checkbox"/> Velvet <input type="checkbox"/> Foil <input type="checkbox"/> Spandex <input type="checkbox"/> Prints <input type="checkbox"/> Sequin <input type="checkbox"/> Fringe <input type="checkbox"/> Tie-dye <input type="checkbox"/> Feathers <input type="checkbox"/> Mesh <input type="checkbox"/> Lace
Waist Specifics (if applicable) <input type="checkbox"/> Empire waist <input type="checkbox"/> High waist <input type="checkbox"/> Natural waist <input type="checkbox"/> Low waist	Garment Base (if applicable) <input type="checkbox"/> Leotard <input type="checkbox"/> Hot pants <input type="checkbox"/> Other: _____
Pant specifics (if applicable) <input type="checkbox"/> Flare <input type="checkbox"/> Wide leg <input type="checkbox"/> Straight <input type="checkbox"/> Capri <input type="checkbox"/> Legging <input type="checkbox"/> Hot pants	Lettering (if applicable) <input type="checkbox"/> Rhinestuds <input type="checkbox"/> Radiance (glitter appliqué) <input type="checkbox"/> Embroidery <input type="checkbox"/> Sublimation printing <input type="checkbox"/> Custom logo
Skirt specifics (if applicable) <input type="checkbox"/> Number of layers: _____ <input type="checkbox"/> Special drape or fit requests <input type="checkbox"/> Short, 12-14" <input type="checkbox"/> Mid thigh, 16-18" <input type="checkbox"/> Knee, 20-22" <input type="checkbox"/> Below knee, 24-26" <input type="checkbox"/> Ankle length	Neck/Top specifics (if applicable) <input type="checkbox"/> Tank <input type="checkbox"/> Halter <input type="checkbox"/> V-neck <input type="checkbox"/> Scoop <input type="checkbox"/> Tunic <input type="checkbox"/> Bra Top <input type="checkbox"/> Sleeve specifics (long, short, cap, etc) <input type="checkbox"/> Open back



Organization _____

Contact Name _____

Phone _____

Email _____

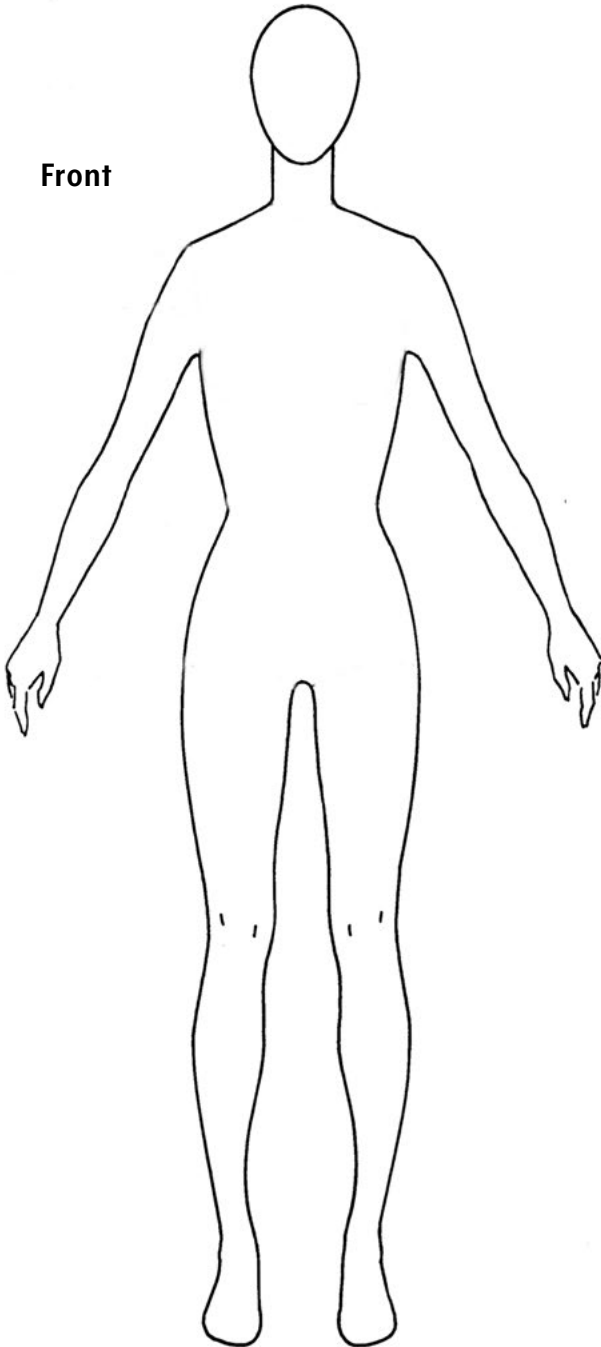
DESIGN TEMPLATE

Please illustrate your ideas to the best of your ability.

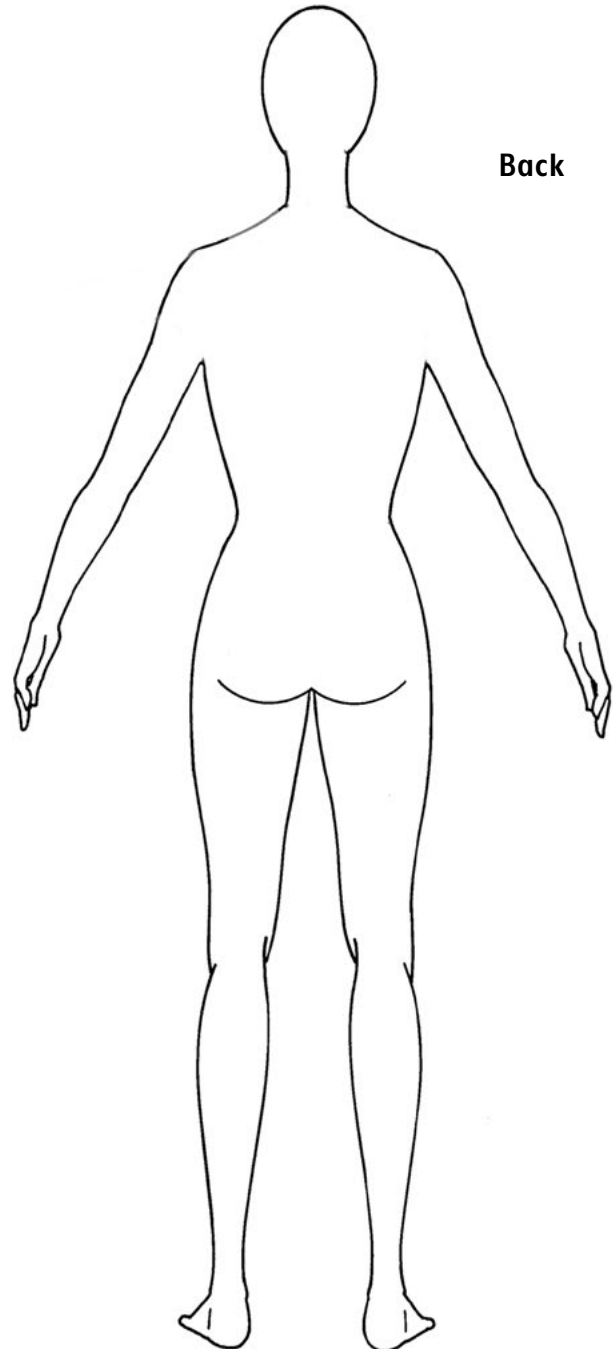
Fax 800.755.9360

Email wishweb@awishcometrue.com

Front



Back





PURCHASE AGREEMENT *(page 1 of 2)*

Please note this important information:

- Minimum order of 12 pieces.
- Custom costumes are not exchangeable or returnable and cannot be canceled any time during the process.
- 12-14 week process from design request to shipment.
- Initial design is free. Additional design work will be \$50 per redesign.
- Pattern fees are charged for the creation of each custom style.
- A sample will not be created until a Purchase Agreement is completed.
- Credit card information is required before a sample is created.

Customer: _____

Thank you for choosing A Wish Come True for your performance apparel. Please return this form, signed by you or the person authorized to approve the order to begin the process. Your ship date will be determined once this form is completed and returned.

Your Schedule

It is essential we have your help in meeting due dates to keep your project on a structured timeline. We recommend you allow 8 weeks from your design sketch approval to shipment of your order. Time frames will vary depending on the complexity of your garment. If the timeline provided will not work for your schedule, please contact us to discuss options. We will do everything possible to accommodate your performance wear needs.

Price Quote

Please remember, the quote you will receive is an estimate, not an invoice. If your design changes after your sample is created, price will be subject to change. Your price quote will include a \$100 pattern fee for each custom design. If you require more than one sample or additional design services, you will be charged accordingly. You will not be billed or charged until your sample is approved and your order is confirmed. You will be issued an invoice after your order is placed, which will include any additional taxes/shipping/design fees that apply. If you cancel your design after the sample is made, you will be charged the cost of the sample.

Washing Disclaimer

Note custom garments require special care. Hand wash one garment at a time. Use cold water only and mild detergents. Never add bleach. Never soak, scrub or twist garments. Roll garments gently in a towel to remove excess moisture. Lay flat to dry. To avoid color transfer keep dark and light colors separated (with a towel) when washing and drying. DO NOT DRY CLEAN or "hand wash" in washing machine.



PURCHASE AGREEMENT *(page 2 of 2)*

Payment Options

All orders require a 50% deposit or a valid signed School Purchase Order to be processed. The balance of the order is due prior to shipping. We accept all major credit cards and checks. If you are paying by check, we require an additional 2 weeks for your check to clear before your order is released to ship. How you plan on paying:

_____ Check _____ Credit Card _____ Purchase Order (Schools only. No Booster Clubs.)

Credit Card Information

Credit card information is required before your sample is created.

Your credit card WILL NOT be charged unless your custom design order is canceled after your sample is made. Any outstanding design and sample fees will then be charged to this card.

Name on Card _____

Organization / Company _____

Billing Address _____

City, State, Zip _____

Phone _____

Email _____

Credit Card # _____

Exp. Date _____ CVV _____

Signed Confirmation

I have received, read and understand the 2-page Purchase Agreement. I understand that the above credit payment information will be used if there are outstanding design or sample fees.

Acceptance Signature _____

Date _____

Please Note: No changes or cancelations can be made after photo of sample garment has been approved and sizes submitted.