

National Robe Corporation

“Anointed Clerical & Pulpit Attire”

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ALL garments are custom-made to customer specifications. Tailor-made garments (produced at customer specs and tailored measurements) will be produced at customer's request and will incur an additional charge.

Sales Agreement

Please allow 6 to 8 weeks for completion of ALL individual order(s), and 8 to 10 weeks on group orders of 10 or more garments. RUSH orders (before 6 weeks) are accepted, please call for additional information and policy. Before production will begin, ALL orders MUST have a signed and dated contract on file, accompanied by a 50% minimum NON-refundable deposit paid in full. The 6 to 8 week (60 day period) production time frame will start on the deposit payment date, NO EARLIER and NO EXCEPTIONS.

ALL orders completed with measurements taken by a NRC representative, will be processed under the manufacturer's agreement (stated below).

ALL orders completed with client/customer measurements, which are phoned, emailed, or faxed to NRC, will be processed at buyer's responsibility for any alterations and/or related cost(s).

Any changes made after the contract have been finalized, will have to be approved by the Office Manager or a Manufacturing Supervisor. If garment(s) has been cut and placed in production, NO changes will be honored. Once garments are completed and the customer is notified by phone and/or email, then the customer or responsible party has 15 days to pick-up or retrieve garment(s). If garments are unclaimed after the 60 day time frame, from the deposit payment date, the client/customer understands and agrees to forfeit the NON-refundable deposit to cover the manufacturing costs.

Manufacturer's Agreement

If garment(s) manufactured by NRC do not meet the specifications and/or measurements listed within your signed and dated contract, then NRC will be responsible for the necessary alterations for customer satisfaction. If there is an error of production, customer/client MUST notify NRC within 7 days of receipt of garment(s).

There is a 30 day satisfaction policy which states that if there are any problems with your garment(s), the customer or responsible party must notify NRC within 7 days of receipt and then must return the garment(s) to NRC within 30 days for inspection and or repair. After the 30 day timeframe, then the customer is responsible for the cost of alterations and/or repairs.

Deposit Agreement

A 50% minimum NON-Refundable deposit (half of the total cost) is required before ANY order/contract will be produced. Once your deposit is received, production will begin, NO EARLIER and NO EXCEPTIONS.

The garment(s) will begin process, and the final balance is due upon completion of the garment(s). Any order that is requested to be produced before the required time frame (RUSHED, before the 4 to 6 weeks) is required to pay the balance in full with a 15% surcharge, before the garment will be produced.

Customer Signature _____

Date _____