

HOW TO ORDER

FOUR WAYS TO ORDER!

Please your order with your local
Dehen Sales Rep!

For the Dehen Cheer Rep nearest you, call:
1-800-547-0473

Or, visit our website to print out an order form:
www.dehencheer.com

Order by MAIL: Mail the completed order form with purchase order or payment to:

Dehen Cheer
1040 NE 44th Avenue
Portland, OR 97213

Order by FAX: Save time! Fax your completed order form with purchase order or credit card information to 503-222-2751. This will save 4-5 days in mail delivery time!

Order by PHONE: Call toll free 800-547-0473, Monday through Friday, 7:30 am through 4:00 pm Pacific time. Complete your order form and have your credit card information handy! We'll help you do the rest!

Payment Options:

School Purchase Orders

Purchase orders must cover entire amount of the order including shipping and sales tax, and must be signed by a school official. Schools are extended Net 30 day terms.

Non-School Accounts

Each Order less than \$3000 -

Full prepayment by check, money order, or credit card is required.

Each Order greater than \$3000 -

50% deposit with balance due in 30 days.

Garments will not ship until account is paid in full.

Accessory only orders must be paid in full.

Checks & Money Orders

We do not accept multiple checks from individuals.

Please send one check for your group when paying for your order.

A \$25.00 service charge will be assessed on all returned checks. In addition, orders will be put on hold in production, with new delivery dates assigned when the account is brought into good standing.

Credit Cards

We accept Visa, Mastercard, & American Express. Include complete card number, expiration date, cardholder's name, billing address & zip code, and 3-digit security code. Your account will be charged upon receipt of your order.

SALES TAX

If Dehen has a sales rep in your state, please add all applicable sales and use tax to your order.

If your organization is exempt from sales tax please submit your exemption certificate as provided by your state, with your order

SHIPPING AND HANDLING

All orders will be shipped via United Parcel Service whenever possible. UPS cannot deliver to a PO Box so be sure to include a street address.

TOTAL ORDER	UPS GROUND	2ND DAY AIR RATE
\$1-25	\$9.00	\$15.00
\$26-50	\$11.00	\$17.00
\$51-100	\$13.00	\$21.00
\$101-200	\$16.00	\$32.00
\$201-300	\$18.00	\$40.00
\$301-400	\$21.00	\$42.00

*For each additional \$100.00 add \$6.00 for Ground and \$7.50 for 2nd Day Air to the rate schedule.

*For shoes and poms, calculate the price separately to determine postage.

*For plastic megaphones (19" and larger) figure the cost separately and then double postage.

*For Alaska and Hawaii delivery, calculate the 2nd Day Air postage and then double.

ORDER CONFIRMATION

An Order Confirmation will be sent to you upon receipt of your order. This confirmation will indicate items ordered, approximate ship date, and billing and shipping addresses. Please read this information carefully and immediately notify Dehen Cheer of any errors. Please have the Sales Order number ready for reference if you call with questions or changes. Phone quotes are subject to change until confirmed in writing. Note: additional charges may apply for changes, additions, or cancellations.

STANDARD MANUFACTURING TIMES

Shipping dates are determined when we receive your order. All discrepancies must be clarified and payment must be received before delivery dates are assigned. Please allow an additional 5-7 days for shipping to your area.

Custom Uniforms	6-9 weeks
Custom Poly Warm-Ups	6-9 weeks
Varsity Jackets	6-9 weeks
Pom Pons	3-4 weeks
Sweatshirts	3-4 weeks
Chenille Lettering	4-6 weekKs
Campwear	3-4 weeks
Accessories, Briefs, Gloves, Socks, Shoes	
Bodysuits, Nylon Warm-Ups	3-4 weeks

Additional time may be required for custom designs, custom and patterned tape, rhinestones, and out of stock items.

During our busy season, from June through October, delivery of some styles may take additional manufacturing time.

Items are shipped from various departments as they are completed, so you may not receive everything you ordered in one shipment. Dehen Cheer will make every effort to meet the stated shipping schedule, but assumes no liability for delays due to our inability to obtain raw materials, supplies, or labor, or due to conditions over which the company has no control.

COLOR INFORMATION

Dehen strives to to keep all of our fabrics color matched. Due to the way different fabrics take the dye, color match may not be exact, but is as close as possible. A slight shade difference may be noticed under some lighting. Complete color fastness cannot be guaranteed if incorrectly laundered. Campwear, poms and other items not manufactured by Dehen may not be an exact color match to your uniforms. Call your Dehen Rep for color samples!

Customize your uniforms with your school colors!

All of the styles shown in our catalog are available in any color combination. We'll customize your style in your school colors! These custom styles are not returnable except for manufacturing defects. Please call your Dehen Rep or customer service for fabric swatches.

RETURNS

ALL RETURNS AND EXCHANGES MUST BE PRE-AUTHORIZED BY DEHEN

All Dehen merchandise is guaranteed against defects in material and workmanship. If you need to return a defective garment or exchange an in-stock item, please call our customer service department to obtain a Return Authorization (RA) number, along with specific shipping instructions. All claims must be made within 14 days of your receipt of merchandise and must be returned within 7 days of obtaining the RA number. All merchandise must be clean and in new condition with all labels and tags intact. Shoe exchanges must be unused and in original packaging. Shoes with writing on the box cannot be returned. There is a 15% restocking fee on all non-stock merchandise. Freight charges on exchanges are the responsibility of the customer.

Non-returnable Items

Custom merchandise such as uniforms and lettered garments, tackle twill, monogrammed socks and bags, and pom pons may not be returned except for manufacturer's defect. Dry-cleaned items can not be returned (see care instructions). Health regulations prohibit the return of briefs, bodysuits, and dance clothes.

CANCELLATIONS, ADDITIONS, AND CHANGES

Custom orders may not be cancelled or changed once the order has been entered into production. Additions will be treated as new orders and are subject to service charges where applicable. Ensure your order is correct before sending it in.

CARE INSTRUCTIONS

To prolong the great appearance of your uniform, please follow the care instructions on the label in your garment.

Do Not Dry Clean.

Turn garment inside out before washing. Machine wash individually in largest water setting available.

Wash in warm water for polyester and in cold water for acrylic, using cold rinse for both.

Do not use bleach or detergent with bleach. Remove promptly and dry at low heat setting.

**FOR ALL QUESTIONS, GARMENT AVAILABILITY, OR ORDERING ASSISTANCE,
PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT
MONDAY - FRIDAY, 7:30 AM - 4:00 PM, PACIFIC TIME
1-800-547-0473**

