



Deposits and Final payments

Secure payments can be made on our website through the payment page. Paper checks can be mailed to our business address.

We will email you with your dancer's order invoice once the full school order has been submitted. The completed school order will ship out once all final payments have been received. (Please note: There will be a charge of approximately \$5 per dress to ship the entire order of costumes. Overseas orders will cost more.)

Costume Quality and Care

We pride ourselves on producing top-quality, cutting-edge dance costumes. Garments are constructed with extra fabric in them so that a growing dancer may get the longest life-span out of it. We use high quality materials on each garment. Meticulous techniques are used to offer the best level of durability possible for the materials chosen for your costume. Even the highest quality fabrics will show wear over time with use. Please be aware that some of the materials used can be delicate and will require extra care to maintain them. Store dresses with stiffened skirts FLAT and DO NOT hang them! Embroidery may pull over time as dresses rub up against other dresses or dance shoes. To avoid snagging, please keep velcro hooks away from any embroidery or more delicate materials on your dress. Visit our website to find additional care and cleaning suggestions for your garment.

Each dress is guaranteed to be in pristine condition when placed in the shipping box or given to the customer. Please inspect the dress upon receipt and relay any concerns immediately. If the zipper beaks due to a faulty zipper within one month of purchasing the dress please contact us and we will replace the zipper free of charge. As Prime has no control over the use and care of the costumes, all liability ends when the customer takes delivery.

Return Policy

These are custom dresses made to your measurements and notes on the order form. As such, returns are not allowed and all sales are final. Examples of our dresses can be seen at www.primedressdesigns.com and references are gladly given. Our dresses are checked for quality prior to their delivery. Please look over the dress upon receipt and verify that everything is to your satisfaction. We cannot accept returns unless the item has obvious flaws, or if Prime Dress Designs makes a mistake. If you find a flaw in craftsmanship, **you must contact us within ONE day of receipt of the item** to report the flaw. After we approve the return, you must mail the item back within three days of contacting us. **The customer is responsible for any and all shipping and insurance costs. We will let you know the cost of return shipping upon completion of the alteration.**

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