



301 N. Country Club Rd. • Garland, Texas 75040
1-800-275-3539 • 972-276-6700 • Fax 972-276-5001
E-mail: customerservice@teamgofigure.com
Website: www.teamgofigure.com

To Place Your Order

1. Print out an order form from our website – www.teamgofigure.com or copy the order form inside your catalog. Mail your completed order form to:
301 North Country Club Road, Garland, TX 75040.
2. Call Toll Free 1-800-275-3539, Monday – Friday 9:00 a.m. to 5:30 p.m. CST.
3. Fax order 24/7 to (972) 276-5001.
4. Email your order 24/7 to customerservice@teamgofigure.com.

Orders received by mail, email, or fax will receive a confirmation invoice emailed within 72 hours, if an email address is provided. **Please check the confirmation invoice against your original copy of the order.** Notify us immediately of any discrepancies. In the absence of an email to the contrary, your order will be processed as it is entered in our system. Please notify us at customerservice@teamgofigure.com if you do not receive a confirmation email within 72 hours. Verify that your spam blocker will accept emails with attachments (.jpeg and .pdf files) from teamgofigure.com. If not, you will need to provide an alternate email address.

Delivery times are extremely important to us. Please indicate a preferred delivery date on your order as well as a performance or camp date. Our customer service team will review your request and let you know how we can help.

Choose the correct size from our size chart (included on this insert). Do not send measurements with your order. **WE WILL NOT CONVERT THE MEASUREMENTS TO SIZES.**

Unless noted as “**IN STOCK**” all dancewear and clothing is custom made or special ordered specifically for your team.

Matching Previous Orders:

If trying to match a previous order, please state so when ordering and provide a previous invoice number. Custom orders will require you to send back a sample from the previous order for us to use as a guide. If the outfit has lettering or monogramming, please send a sample or photo copy. Please label samples and photocopies clearly. We make every effort to match colors as closely as possible. Although the finest dyes are used in all products, shading differences may occur and Team Go Figure cannot guarantee a perfect color match from order to order.

Minimum Orders:

A minimum order of 6 pieces is required on most manufactured and special order styles. Less than 6 pieces will be assessed an additional \$10.00 per piece. All regular adult styles XS-L are regular pricing. Other sizes are available at additional cost.

Terms For Payment:

All orders placed with Team Go Figure must be accompanied by one of the following payment options.

1. Official Public School Purchase Order. We accept purchase orders only from public schools, colleges, and universities. The purchase order must have a number and authorizing signature. Order must list all items, quantity, sizes, color, and the total amount due, including shipping and handling charges. You will be invoiced net 30 days when merchandise is shipped. Invoices unpaid for more than 30 days will be subject to a finance charge of 1.5% per month.

2. Full Payment. Team Go Figure will accept full payment in the form of check, cashiers check, money order, cash, Visa, or MasterCard. Orders paid by check must clear before being shipped, which can be up to 2 weeks.

3. 50% Deposit. Team Go Figure will begin processing custom orders and other orders upon receipt of 50% of the projected order amount. The 50% deposit can be made by check, cashiers check, money order, cash, Visa, or MasterCard. The balance is due prior to shipping the order. Payment of the balance can be done using the above or a signed official public school purchase order. Balances paid by check must clear before being shipped, which can be up to 2 weeks.

4. Credit Card. Team Go Figure accepts payment by Visa and MasterCard. Team Go Figure will need the credit card type, number, expiration date, card holders name and billing address in order to process the card. All prices given by Team Go Figure are on a cash/check discount. Credit card payments forfeit the cash/check discount and 3% will be added to the total. Please provide an email and phone number to resolve any problems.

Orders from individuals and non-public school supported organizations must be pre-paid in full before shipping.

A fee of \$30.00 will be assessed for all returned checks. All prices and availability of items are subject to change, based on market conditions.

Sales tax of 8.25% will be charged on all Texas orders unless a signed Texas Sales & Use Tax Exemption Certificate is sent with order. Please request a copy if necessary.

Cancellations and Change of Order:

No custom or special order can be cancelled if it is in the manufacturing process or has been shipped. All additional orders will be charged a minimum order surcharge if less than 6 custom sizes of the same style (see minimum orders above).

We will attempt to accommodate any changes after an order has been placed. There may be items that have already been manufactured, partially manufactured, or special ordered that cannot be changed. Please contact customer service to determine what changes can be made.

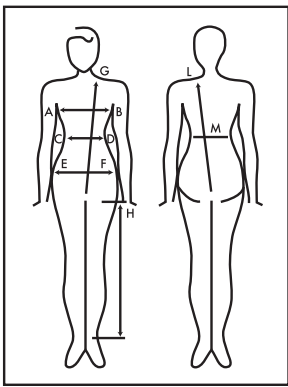
Additions to an order that has been processed will be invoiced separately and may be subject to additional surcharges or freight charges.

Returns and Exchanges:

1. All uniforms manufactured to your specification **CANNOT BE RETURNED.**
2. Claims for returns or exchanges must be made in writing or by calling Team Go Figure. Team Go Figure reserves the right to inspect merchandise to determine whether a return or exchange may be made.
3. **Returns or exchanges must be received within 15 days of receipt, and only with an approved return authorization.** We recommend that returns and exchanges be sent using a method that can be tracked such as UPS Ground or FedEx Ground. **Special order items may not be returnable.**
4. Shoe and dancewear exchanges for “in stock” sizes and styles are no charge if from a team order. Non team order exchanges for “in stock” items will be charged at a flat \$15 per shipment. All other returns and exchanges, if allowed, will be charged a minimum 15% restocking fee and any applicable freight. All charges for exchanges and returns must be pre-paid. You must have a return authorization number or your package will be refused and returned to sender. Returned items must be in their original package.

Warranty

1. We will promptly rectify any manufacturing errors.
2. Claims for defective merchandise must be made in writing or by calling Team Go Figure. Team Go Figure reserves the right to inspect merchandise to determine whether a return or exchange may be made.
3. Team Go Figure warranties tacetel/spandex, practice dancewear for one year from date of shipment against manufacturing defects. Team Go Figure will make the determination whether to repair or replace any items.
4. Practice dancewear, bags, warm-ups, fleece, and shirts that have Team Go Figure screen printing, embroidery, appliques, or rhinestone designs are warranted against manufacturing defects for 90 days. Team Go Figure will make the determination to repair or replace any items. Team Go Figure is not responsible for reimbursing or replacing another company’s embellishment.
5. Unless otherwise authorized, the customer is responsible for the return shipment to Team Go Figure. Team Go Figure will pay for the delivery back to the school.
6. We do not guarantee washing or wearability of specialty fabrics that are made for theatre, competitions, or other performances.
7. Foils & holograms can discolor or fade from sweat, or remaining wet after being worn, and are not guaranteed. Outfits should be hung to dry if they are not hand washed immediately after wearing.
8. Team Go Figure will make every reasonable effort to repair or replace any item past its warranty date. However, the customer will be responsible for all charges associated with the repair or replacement, including shipments to and from Team Go Figure. All charges must be pre-paid.



Measurements

- A-B** Bust
- C-D** Waist
- E-F** Hips
- G-H-L** Girth
- H-I** Inseam
- L-M** Back Waist

Sizing Information & Additional Charges

1. Order larger size if measurements fall between sizes.
2. Do not send measurements with your order. We will not convert them to sizes.
3. We charge an additional \$10 for custom alteration per style.
4. Sizes XL and above have additional charges.
5. Please call for availability on all items smaller than XS.

Dance Wear Size Chart

Size	4/6	6x/7	8/10	12/14	XS	S	M	L	XL	XXL	XXXL
Chest	20-23	22-25	24-27	26-29	30-32	30-33	34-37	37-41	41-44	44-47	47-50
Waist	18-19	19-21	21-23	23-25	23-25	23-26	25-28	28-32	32-35	35-38	38-41
Hips	21-22	23-25	26-27	28-30	31-34	33-35	35-38	39-42	42-46	46-50	50-54
Girth	37-39	40-43	44-48	49-52	54-56	56-58	58-60	60-62	62-64	64-66	66-68
Sleeves	17 1/2	19	20 1/2	21 1/2	22	22 1/2	23	23 1/2	24	24 1/2	25
Pedal Pusher Inseams	12	13	14	15	16	17	18	19	20	20	20
Clam Digger Pant Inseams	16	17	18	19	20	21	22	23	24	24	24
Jazz Pant Inseams	25	27	29	30	32	33	34	35	36	36	36

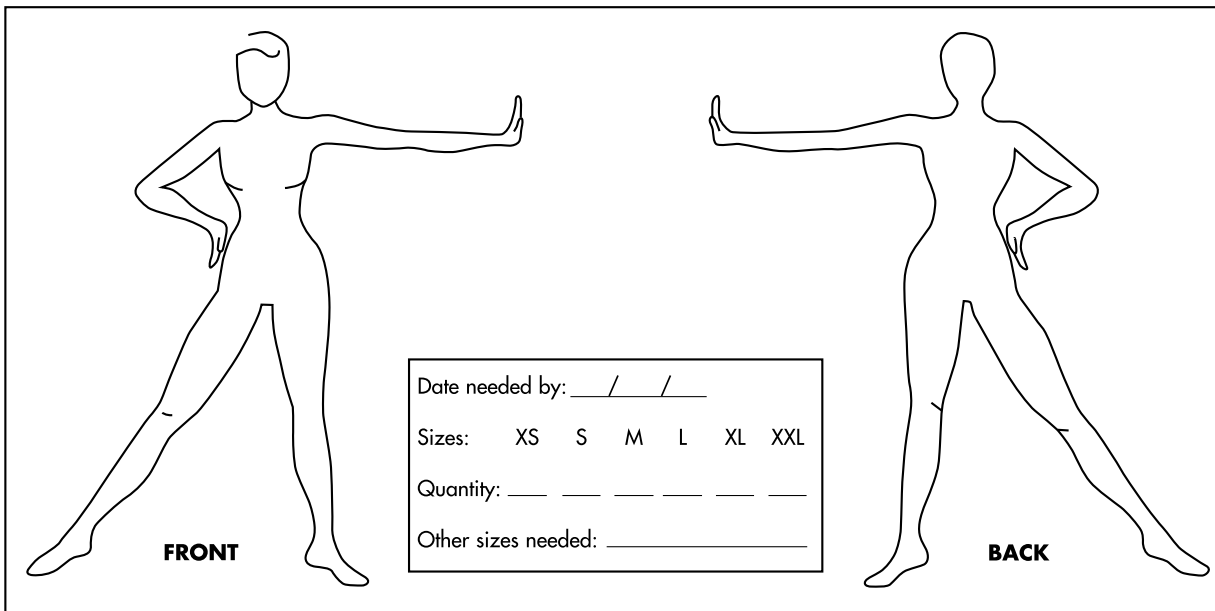
Custom Designs

Team Go Figure makes thousands of original design outfits each year. We make variations of color and design of most outfits shown in this catalog and previous catalogs.

In addition, we can design and make custom outfits from pictures, sketches, or by drawing on the figures below. Please mail, email, or fax the design, quantity, size range, and date needed. We will email an estimate for your approval.

Team Go Figure will begin processing custom design orders upon receipt of 50% of the projected order amount. The 50% deposit can be made by check, cashiers check, money order, cash, Visa, or MasterCard. The balance is due prior to shipping the order. Payment of the balance can be done using the above or a signed official public school purchase order. Balances paid by check must clear before being shipped which can be up to 2 weeks.

After receipt of 50% deposit for the entire custom design order, we will make a medium sample for final approval of design and to help with sizing. We do not proceed with the remainder of the order until this sample is received back with a signed approval form showing changes and sizes. Changes in fabric and/or design after the sample has been made may require a price change.



Samples

Sample sizes of similar dancewear are available for fitting and are no charge if returned within 10 days. Customer will provide a payment method for samples and freight before shipping.

Freight will be credited if team order is placed and samples will be credited if returned within 10 days.

Printed colors in our catalogs may vary from the actual fabric. Fabric swatches may be requested from customer service.

Team Go Figure will provide JPEG or PDF images of new embroidery, glitter, and applique designs for your approval after an order has been placed. Please make sure that we have an email address that accepts attachments from teamgofigure.com. You will need to approve the design prior to us moving forward with that portion of your order. Designs are generally emailed within 2 weeks of the order process date.

Liability

All delivery schedules are projected. Team Go Figure will not be liable or responsible for any damages in the case of non-delivery by a specific date; or our failure to obtain supplies, inventory, labor, or any other condition over which we do not control. Team Go Figure is not responsible for any damages or loss after a package has been signed for at the delivery address. Damaged packages must be immediately reported to the delivery driver and to Team Go Figure. UPS or FedEx may require an inspection of the damaged package before allowing a claim.

Care Instructions

We recommend all outfits made or sold by Team Go Figure be hand washed separately in cold water with mild detergent. Hang dry immediately. Do not soak. Do not leave laying wet. Do not iron. Do not use any bleach.

Minimum Orders and Sizing Costs

All custom styles are a 6 piece minimum. Less than 6 pieces will be assessed an additional \$10 minimum per outfit. All adult styles XS-L are at regular pricing, other sizes are available at additional costs. Store customer personal orders will be charged 15 % over catalog price for orders less than 6 per style.

Additional Costs Per Style

	Basics	Custom Styles	Warm-ups
X-Large	\$2	\$5	\$2
XX-Large	\$5	\$15	\$5
XXX-Large	\$10	\$20	\$10

All custom sizing or alterations are an additional \$10 per item.

Shipping Charges

Minimum Charge	\$10
\$200 - \$500	4% of total order
\$501 - \$1000	3.5% of total order
\$1001 - \$1500	3% of total order
Over \$1501	2.5% of total order
Bag, Shoes, Pom, & Ponchos Delivery	5% of total order
Residential Delivery	\$2 more per package

Shipping charges may apply to special order items that are picked up at Team Go Figure. Please verify with customer service when ordering.

Orders that request multiple shipment dates will be charged an additional \$10 for each shipment.

Whenever possible, UPS will notify you by email when a package is shipped and when it is delivered. We highly recommend that you look for the package as soon as you receive notification that it has been delivered so that it is not misplaced at your school.

Prices below are added to regular freight charges.

Weight	Overnight	2 Day	3 Day
1-5 lbs.	\$50	\$25	\$20
6-20 lbs.	\$90	\$65	\$40
21-40 lbs.	\$140	\$110	\$65
41-60 lbs.	\$190	\$150	\$100
61-80 lbs.	\$240	\$190	\$140

These are estimated prices to be added to regular freight charges. Prices can vary due to distance.

Regular Freight Charges

Shipping charges and time in transit are based on UPS Ground deliveries to schools, universities, and businesses. Residential deliveries are made using UPS Ground, FedEx Ground, or US Mail. Team Go Figure will not be liable for loss of packages delivered to residential addresses. Residential deliveries do not have a day of delivery guarantee. **NO C.O.D.'s ACCEPTED.**

Express Shipments Available

Charges are based on size and weight of shipment. Express shipments of light or irregularly shaped products may cost more than listed above. Please verify with customer service when ordering.

Phone and Outlet Store Hours

Customer service is available Monday - Friday 9:00 am to 5:30 pm Central Standard Time. We are closed on all major holidays and December 19th through January 3rd. Please email customerservice@teamgofigure.com or fax 972-276-5001 before and after hours 24/7.

