

SHIP TO: 31-64 21ST ST #149 ASTORIA, NY 11106**INBOUND (CHOOSE 1)****OUTBOUND (CHOOSE 1)****I AM:** NEW CUSTOMER RETURNING CUSTOMER**I AM:** SHIP IN NYC DOORMAN PICKUP SHIP BACK NYC DOORMAN RETURN**BILLING INFORMATION (AS APPEARS ON CREDIT CARD)** LAST NAME: _____ FIRST NAME: _____

ADDRESS: _____ APT# _____ CITY: _____ STATE: _____ ZIP: _____

TEL: _____ EMAIL: _____

 MC VISA AMEX DISCOVER CARD#: _____ EXP: M: _____ Y: _____**SHIPPING INFORMATION (IF DIFFERENT THAN ABOVE)**

ADDRESS: _____ APT# _____ CITY: _____ STATE: _____ ZIP: _____

ALTERKNIT CAN ONLY WORK ON CLEAN GARMENTS. GARMENTS THAT REQUIRE CLEANING MAY INCUR ADDITIONAL FEES.

PLEASE DO NOT USE TAPE TO MARK HOLES.**1**SERVICE: HOLE REPAIR # OF HOLES ALTERATION CLEANINGHas your garment been previously repaired by a dry cleaner or anybody else? Y N

COLOR: _____ BRAND: _____ HOW OLD IS YOUR GARMENT? _____

DESCRIPTION OF DAMAGE: _____

2SERVICE: HOLE REPAIR # OF HOLES ALTERATION CLEANINGHas your garment been previously repaired by a dry cleaner or anybody else? Y N

COLOR: _____ BRAND: _____ HOW OLD IS YOUR GARMENT? _____

DESCRIPTION OF DAMAGE: _____

3SERVICE: HOLE REPAIR # OF HOLES ALTERATION CLEANINGHas your garment been previously repaired by a dry cleaner or anybody else? Y N

COLOR: _____ BRAND: _____ HOW OLD IS YOUR GARMENT? _____

DESCRIPTION OF DAMAGE: _____

4SERVICE: HOLE REPAIR # OF HOLES ALTERATION CLEANINGHas your garment been previously repaired by a dry cleaner or anybody else? Y N

COLOR: _____ BRAND: _____ HOW OLD IS YOUR GARMENT? _____

DESCRIPTION OF DAMAGE: _____

5SERVICE: HOLE REPAIR # OF HOLES ALTERATION CLEANINGHas your garment been previously repaired by a dry cleaner or anybody else? Y N

COLOR: _____ BRAND: _____ HOW OLD IS YOUR GARMENT? _____

DESCRIPTION OF DAMAGE: _____

 I fully accept the terms and conditions listed on the back of this form

PRINT: _____ SIGN: _____ DATE: _____

TERMS AND CONDITIONS

I accept the terms and conditions associated with AlterKnit New York's Repair Service. AlterKnit New York will always use its best judgement and craftsmanship when repairing items. While we take extreme care and attention, we cannot guarantee that all repairs will meet products original condition. We cannot assume any responsibility for inherent damages, weaknesses, and defects in fabrics and their fibers that are not apparent prior to being repaired or cleaned. During the repair process members of our repair team work with their faces very close to the garment. Because of this **WE RESERVE THE RIGHT TO CLEAN YOUR GARMENT WHERE THERE IS VISIBLE PET OR HUMAN HAIR OR AN EXCESSIVE SMELL.** Additional fees may be if laundering services are required and for additional holes. Any additional holes found will be fixed. There are **NO REFUNDS** on **ANY SERVICES.** Surcharge for delivery in Manhattan non-residential buildings apply. **ALL SERVICES ARE FINAL SALE.**

TERMS OF SERVICE

AlterKnit New York reserves the right to terminate any service request at any time for any reason or change the terms of this contract. Customer submitting garments for reknitting or reweaving acknowledges that he/she is requesting repair off a item that has been damaged prior to receipt by AlterKnit New York.

REPAIR SERVICES

Customer hereby authorizes AlterKnit New York to perform all services (including repair, replacement and/or addition of all necessary or requested materials and components) necessary or desirable to repair the items. AlterKnit New York shall use reasonable efforts to repair all items per the terms. **WE CANNOT GUARANTEE REPAIR AND ALTERATIONS REQUEST WILL MEET PRODUCTS ORIGINAL CONDITION/AESTHETIC.**

DELIVERY TIME

Customer acknowledges that AlterKnit New York does not guarantee exact completion dates. **ALL COMPLETION DATES ARE ESTIMATED ONLY.** We will inform you via phone and/or email when your order is ready. If there are any discrepancies with your order we must be notified within 3 business days upon customer receipt. Customer acknowledges that they may be subject to additional labor costs and associated fees.

PAYMENT

Payment is required upfront to join our repair line and secure your place in it. You may choose one of the payment methods indicated on the order form.

All prices are exclusive of any shipping and delivery fees. Customer is responsible for all applicable shipping and delivery fees.

Customer agrees that he/she is fully responsible for all labor charges, material costs, accessories and any other charges incurred under these terms and conditions, and payment in full shall be made prior to the release of the order. If goods are not claimed whether repaired or unrepaired or all charges are not paid in full within 90 days of order completion, we shall have the right to sell or dispose of such items.

[HTTP://ALTERKNITNEWYORK.COM/TERMS-CONDITIONS/](http://ALTERKNITNEWYORK.COM/TERMS-CONDITIONS/)