
SERVICE LEVEL AGREEMENT

Tiffany & Co and Stitch It Alterations and Dry-Cleaning

Effective Date: June 2025

1. Scope of Work

Stitch It will provide uniform alteration and fitting services for Tiffany & Co. employees across 11 Canadian store locations.

2. Store Locations & Headcount

Location	Employees
Toronto - Bloor	25
Toronto - Yorkdale	45
Toronto - Sherway	16
Toronto – Square One	10
Ottawa - Rideau	14
Vancouver - Burrard	25
Vancouver - Holt Renfrew	11
Montreal - Ogilvy	11
Montreal - Ritz	11
Calgary - Chinook	19
Edmonton - West Edmonton	14

3. Uniform Volume & Eligible Items

- **Approx. 10 garments per employee**
 - **Items eligible for alteration:**
 - **Jackets/Blazers**
 - **Shirts**
 - **Pants**
 - **Skirts**
 - **Dresses**
 - **Pricing and Services** detailed in **Appendix A**
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4. Service Commitments

- **7-10 day national turnaround** from fitting/drop-off
 - **30-day fit guarantee** for rework at no charge
 - **Limit each transaction to \$150**
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5. Fitting Logistics

5.1 In-Mall Locations (7 Stores) – Fittings at Stitch It

Employees at the following Tiffany stores will be fitted at Stitch It locations within the same location:

- **Toronto – Bloor Street**
- **Toronto – Yorkdale Shopping Centre**
- **Toronto – Sherway Gardens**
- **Mississauga – Square One**
- **Ottawa – Rideau Centre**
- **Calgary – Chinook Centre**
- **Edmonton – West Edmonton Mall**

Process:

- Employees visit Stitch It for expert fitting with an authorization form (Appendix B)
- Employees will have the option to pay for any extra services to their uniform, over the \$150 threshold at the 15% off rate.
- SMS notifications sent when ready, employee will come to pick up and try on
- Alterations completed within the **7-day guarantee**

5.2 Vancouver (Burrard & Holt Renfrew)

- One **on-site fitting day per store** at no charge
- Authorization forms will be emailed to Talisa, and she will distribute to store teams.
- On-site fittings will **ONLY** be for limited services, to ensure the \$150 minimum is maintained.
- Employees who would like to have additional work, can visit a nearby Stitch It location
- Additional fitting days: **\$250/day**
- 7-10 day turnaround

5.3 Montreal (Ogilvy & Ritz)

- On-site fitting during the week of **July 29 – August 1, 2025**
- One **on-site fitting day per store** at no charge
- Authorization forms will be emailed to Talisa, and she will distribute to store teams.
- On-site fittings will **ONLY** be for limited services, to ensure the \$150 minimum is maintained.
- Employees who would like to have additional work, can visit a nearby Stitch It location
- Any employee who cannot make it can visit our two locations at CF Laval or Pointe-Clare
- 7-10 day turnaround

6. Invoicing

- Custom invoicing by:
 - Store
 - Employee name/ID
 - Garment type and services performed
- Invoices are issued electronically, monthly

- Payment terms: Net 30 days from invoice date
- 1.5% monthly interest applies to overdue balances
- See Appendix D for example

7. Terms & Conditions

- **All pricing and service terms are subject to change** upon physical review of garment construction and material.
- Stitch It will notify Tiffany & Co. of any necessary pricing updates prior to proceeding.

8. Amendments

8.1 Overview

Stitch It provides full-service alterations for eligible uniform items, tailored for each employee to meet both corporate presentation standards and personal comfort.

8.2 On-Site Fittings & Form Process

- Authorization forms (Appendix B) will be managed and distributed by Tiffany & Co. leadership
- Forms are required for all alteration services, including on-site and in-store fittings
- Stitch It staff will scan the barcode on the forms to ensure that the TCO account is charged for initial fitting alterations up to a subtotal of \$150
- Completed forms are submitted back to Tiffany & Co. with the monthly invoice

8.3 Out-of-Pocket Expenses

- Any work requested beyond the \$150 per transaction limit may be paid for by the employee (in stores where employees visit a Stitch It Location).
- All out-of-pocket services will be charged TCO's rate (15% discount)
- There are **no limitations** on what additional work can be done—it is entirely at the employee's discretion

8.4 Repairs

- Repair work (e.g., torn seams, buttons, rips) will **not** be billed to Tiffany & Co.
- Employees may request these services personally and pay out-of-pocket at the TCO corporate rate

8.5 Preventing Misuse

- Authorization forms must be pre-approved by store leadership, ONLY for initial uniform fittings
- Stitch It recommends maintaining a log of forms by store and employees who have had their initial fitting

Appendix A.

Category	Subcategory	Description	Original Price	15% Off Price	Total
Jackets	Sleeves	Unlined	\$ 18.19	\$ 15.46	\$ 15.46
Jackets	Sleeves	Lined	\$ 41.06	\$ 34.90	\$ 34.90
Jackets	Sleeves	Lined with Buttons	\$ 48.59	\$ 41.30	\$ 41.30
Jackets	Sleeves	Replace Vent	\$ 11.06	\$ 9.40	\$ 44.30
Jackets	Sleeves	Lined with Buttons & Replace Vent	\$ 100.71	\$ 85.60	\$ 85.60
Jackets	Seams	Take In Sides	\$ 47.25	\$ 40.16	\$ 40.16
Jackets	Seams	Through Armhole	\$ 39.54	\$ 33.61	\$ 73.77
Jackets	Seams	With Vent	\$ 47.38	\$ 40.27	\$ 80.43
Jackets	Seams	Take in sides/through armhole/with vent	\$ 134.17	\$ 114.04	\$ 114.04
Jackets	Seams	Take In Center Back	\$ 40.25	\$ 34.21	\$ 34.21
Jackets	Seams	With Vent (Center Back)	\$ 23.85	\$ 20.27	\$ 54.48
Jackets	Buttons	Regular Button	\$ 3.12	\$ 2.65	\$ 2.65
Category	Subcategory	Description	Original Price	15% Off Price	Total
Skirts	Hems	Over 32"	\$ 35.14	\$ 29.87	\$ 29.87
Skirts	Hems	With Vent	\$ 12.22	\$ 10.39	\$ 40.26
Skirts	Hems	With Lining	\$ 15.98	\$ 13.58	\$ 43.45
Skirts	Hems	Over 32" With Vent & Lining	\$ 79.32	\$ 53.84	\$ 53.84
Skirts	Waist & Sides	Center Waist	\$ 37.50	\$ 31.88	\$ 31.88
Skirts	Waist & Sides	With Lining	\$ 15.98	\$ 13.58	\$ 45.46
Skirts	Waist & Sides	With Darts (Waist)	\$ 9.01	\$ 7.66	\$ 39.54
Skirts	Waist & Sides	Adjust Sides	\$ 24.91	\$ 21.17	\$ 21.17
Skirts	Waist & Sides	With Lining	\$ 15.98	\$ 13.58	\$ 34.75
Skirts	Waist & Sides	Hips to Hem	\$ 8.14	\$ 6.92	\$ 28.09
Skirts	Waist & Sides	Adjust sides from hips to hem w/ lining	\$ 49.03	\$ 41.67	\$ 84.01
Skirts	Waist & Sides	Waist to Hips	\$ 23.85	\$ 20.27	\$ 41.44
Skirts	Waist & Sides	Adjust sides from waist to hips w/ lining	\$ 64.74	\$ 55.02	\$ 97.36
Skirts	Waist & Sides	Waist to Hem	\$ 32.56	\$ 27.68	\$ 48.85
Skirts	Waist & Sides	With Darts	\$ 16.87	\$ 14.34	\$ 35.51
Skirts	Buttons	Regular Button	\$ 3.12	\$ 2.65	\$ 2.65
Category	Subcategory	Description	Original Price	15% Off Price	Total
Shirts	Sleeves	Formal Sleeve	\$ 23.58	\$ 20.04	\$ 20.04
Shirts	Sleeves	Move Placket	\$ 21.23	\$ 18.05	\$ 38.09
Shirts	Sleeves	Shorten Slits	\$ 5.81		\$ 4.94
Shirts	Buttons	Regular Button	\$ 3.12	\$ 2.65	\$ 2.65

Category	Subcategory	Description	Original Price	15% Off Price	Total
Pants	Hems	Plain	\$ 13.89	11.81	\$ 11.81
Pants	Hems	Over 12"	\$ 7.58	6.44	\$ 6.44
Pants	Hems	Plain hem With Lining	\$ 11.06	9.4	\$ 21.21
Pants	Waists & Sides	Center Waist	\$ 23.84	20.26	\$ 20.26
Pants	Waists & Sides	Center Waist w/ lining	\$15.98	12.58	\$ 32.84
Pants	Waists & Sides	Belt Loop	\$ 9.31	\$ 7.91	\$ 28.17
Pants	Waists & Sides	With Darts	\$ 16.87	\$ 14.34	\$ 14.34
Pants	Waists & Sides	With Topstitching	\$ 12.22	\$ 10.39	\$ 10.39
Pants	Waists & Sides	Adjust Sides/Taper	\$ 24.91	21.17	\$ 21.17
Pants	Waists & Sides	Adjust Sides/Taper w/lining	\$ 15.98	12.58	\$ 33.75
Pants	Waists & Sides	Waist to Hips	\$ 23.85	20.27	\$ 41.44
Pants	Waists & Sides	waist to hips w/ lining	\$ 15.98	12.58	\$ 32.85
Pants	Waists & Sides	Waist to Hem	\$ 32.56	27.68	\$ 48.85
Pants	Waists & Sides	Waist to Hem w/ lining	\$ 15.98	12.58	\$ 48.85
Pants	Waists & Sides	Seat Only	\$ 16.30	13.86	\$ 13.86
Pants	Waists & Sides	Seat Only	\$15.98	12.58	\$ 26.44
Pants	Buttons	Regular Button	\$ 3.12	\$ 2.65	\$ 2.65

Category	Subcategory	Description	Original Price	15% Off Price	Total
Dresses	Hems	Over 32"	\$ 43.21	36.73	\$ 36.73
Dresses	Hems	With Lining	\$ 15.98	13.58	\$ 50.31
Dresses	Seams	Adjust Sides	\$ 24.91	21.17	\$ 21.17
Dresses	Seams	With Lining	\$ 15.98	13.58	\$ 34.75
Dresses	Seams	Underarm to Hem	\$ 31.69	26.94	\$ 26.94
Dresses	Seams	Underarm to hem w/ lining	\$ 15.98	12.58	\$ 39.52
Dresses	Seams	Underarm to Waist	\$ 16.87	14.34	\$ 14.34
Dresses	Seams	Underarm to waist w/ lining	\$ 15.98	12.58	\$ 26.92
Dresses	Seams	Underarm to Hips	\$ 16.87	14.34	\$ 14.34
Dresses	Seams	underarm to hips w/ lining	\$ 15.98	12.58	\$ 26.92
Dresses	Seams	Waist and Hips Only	\$ 16.87	14.34	\$ 14.34
Dresses	Seams	Waist and Hips only w/ lining	\$ 15.98	12.58	\$ 26.92
Dresses	Seams	Adjust Back Seam	\$ 25.46	21.64	\$ 21.64
Dresses	Seams	Adjust Back Seam w/ lining	\$ 15.98	12.58	\$ 34.22
Dresses	Seams	With Zipper	\$ 43.62	37.08	\$ 37.08
Dresses	Seams	With Zipper & lining	\$ 15.98	12.58	\$ 49.66
Dresses	Seams	Darts	\$ 25.46	21.64	\$ 21.64
Dresses	Seams	Darts w/ lining	\$ 15.98	12.58	\$ 34.22
Dresses	Buttons	Regular Button	\$ 3.12	\$ 2.65	\$ 2.65



ALTERATIONS AUTHORIZATION

NOTE: ALTERATIONS EXPENSES ARE COVERED UP TO \$150.00 PRE-TAX. ANYTHING ABOVE THIS AMOUNT WILL BE PAID C.O.D BY THE EMPLOYEE DIRECTLY.

This form must be presented at time of request for alterations. Stitch It has the right to refuse any alteration requests if not accompanied by this form.

Please bring appropriate FOOTWEAR with you for correct measurements.

Date:	Employee Name:	Employee ID:	Phone Number:
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YYYY/MM/DD

This letter authorizes you to have any of the following priced alterations completed on your uniform garments as indicated. **Only alterations listed in the contract and as indicated below are approved for completion.**

CONTRACT PRICING APPLIES ONLY TO TIFFANY & CO.

BRING THIS AUTHORIZATION FORM WITH YOU

SUGGESTED SERVICES

SHIRT (QTY) ____	JACKET (QTY) ____	PANTS (QTY) ____	SKIRT (QTY) ____	DRESS (QTY) ____
__ SLEEVES - FORMAL SLEEVE	__ SLEEVES - LINED WITH BUTTONS	__ HEMS - PLAIN	__ HEMS - WITH LINING	__ HEMS - OVER 32" WITH LINING
__ SLEEVES - MOVE PLACKET	__ SLEEVES - LINED WITH BUTTONS & REPLACE VENT	__ HEMS - PLAIN HEM WITH LINING	__ HEMS - OVER 32" WITH VENT & LINING	__ SEAMS - WITH LINING
__ SLEEVES - DRESS SHIRT	__ SEAMS - TAKE IN CENTER BACK	__ WAIST & SIDES - CENTER WAIST WITH LINING	__ WAIST & SIDES - CENTER WAIST	__ SEAMS - UNDERARM TO WAIST WITH LINING
__ SLEEVES - FRENCH SEAM	__ SEAMS - WITH VENT (CENTER BACK)	__ WAIST & SIDES - BELT LOOP	__ WAIST & SIDES - ADJUST SIDES	__ SEAMS - UNDERARM TO HIPS WITH LINING
__ SLEEVES - MOVE SLITS UP		__ WAIST & SIDES - ADJUST SIDES/TAPER WITH LINING	__ WAIST & SIDES - HIPS TO HEM	__ SEAMS - WITH ZIPPER & LINING
__ SLEEVES - SHORTEN SLITS			__ WAIST & SIDES - ADJUST SIDES FROM HIPS TO HEM WITH LINING	
			__ WAIST & SIDES - ADJUST SIDES FROM WAIST TO HIP WITH LINING	

AVAILABLE STITCH IT LOCATIONS:

- Toronto - Bloor Concourse
- Toronto - Yorkdale Shopping Centre
- Mississauga - Square One Shopping Centre
- Ottawa - Rideau Centre
- Calgary - Chinook Centre
- Edmonton - West Edmonton Mall

Tailor Name: _____ Date: _____

Employee Name (Please Print): _____ Employee Signature: _____



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Appendix C: Why Stitch It?

Our Mission

Stitch It is dedicated to perfecting fit and style with expert tailoring and personalized services when you need them, backed by our exclusive 30 day fit guarantee – leading alterations and dry cleaning coast-to-coast.

Our Vision

To be the only international alteration and dry-cleaning provider, ensuring the perfect fit for both individuals and businesses through innovation and skilled professionalism.

Our Core Values

Because It's Not Just About Alterations, It's About People.

OUR VALUES

 <p>Customer-first</p> <p>We put our clients at the center of everything we do, ensuring their needs are met with personalized service and attention to detail.</p>	 <p>Professionalism</p> <p>We maintain the highest standards of skill, reliability, and respect in every interaction and every stitch.</p>	 <p>Integrity</p> <p>We operate with honesty and transparency, delivering on our promises and ensuring fair, ethical practices in every aspect of our business.</p>	 <p>Sustainability</p> <p>We are committed to reducing fashion waste by offering repairs and alterations that prolong the life of garments, promoting eco-friendly solutions.</p>
 <p>Innovation</p> <p>We embrace new techniques and technologies to provide modern, efficient tailoring solutions that meet the evolving needs of our clients.</p>	 <p>Inclusivity</p> <p>We believe that fashion is for everyone. Our services cater to all body types, styles, and needs, ensuring every customer feels confident and represented.</p>	 <p>Community</p> <p>We are dedicated to giving back, fostering strong relationships within our local community, and supporting initiatives that uplift the people and places we serve.</p>	 <p>Timeliness</p> <p>We understand the importance of deadlines and are committed to providing fast, efficient service without compromising on quality.</p>

