
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
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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
- 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
- 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
 - Any employee who cannot make it can visit our two locations at CF Laval or Pointe-Clare
 - 7-10 day turnaround
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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

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.

Appendix A.

Category	Subcategory	Description	Original Price	15% Off Price
Jackets	Sleeves	Lined	\$ 41.06	\$ 34.90
Jackets	Sleeves	Lined with Buttons	\$ 48.59	\$ 41.30
Jackets	Sleeves	Unlined	\$ 18.19	\$ 15.46
Jackets	Sleeves	Replace Vent	\$ 11.06	\$ 44.30
Jackets	Seams	Take In Sides	\$ 47.25	\$ 40.16
Jackets	Seams	Through Armhole	\$ 39.54	\$ 73.77
Jackets	Seams	With Vent	\$ 47.38	\$ 80.43
Jackets	Seams	Take In Center Back	\$ 40.25	\$ 34.21
Jackets	Seams	With Vent (Center Back)	\$ 23.85	\$ 54.48
Jackets	Buttons	Regular Button	\$ 3.12	\$ 2.65

Category	Subcategory	Description	Original Price	15% Off Price
Skirts	Hems	Over 32"	\$ 35.14	\$ 29.87
Skirts	Hems	With Vent	\$ 12.22	\$ 40.26
Skirts	Hems	With Lining	\$ 15.98	\$ 43.45
Skirts	Waist & Sides	Center Waist	\$ 37.50	\$ 31.88
Skirts	Waist & Sides	With Lining	\$ 15.98	\$ 45.46
Skirts	Waist & Sides	Adjust Sides	\$ 24.91	\$ 21.17
Skirts	Waist & Sides	Hips to Hem	\$ 8.14	\$ 28.09
Skirts	Waist & Sides	Waist to Hips	\$ 23.85	\$ 41.44
Skirts	Waist & Sides	Waist to Hem	\$ 32.56	\$ 48.85
Skirts	Waist & Sides	With Darts (Waist)	\$ 16.87	\$ 35.51
Skirts	Buttons	Regular Button	\$ 3.12	\$ 2.65

Category	Subcategory	Description	Original Price	15% Off Price
Shirts	Sleeves	Formal Sleeve	\$ 23.58	\$ 20.04
Shirts	Sleeves	Move Placket	\$ 21.23	\$ 38.09
Shirts	Sides	Dress Shirts	\$ 32.72	\$ 27.81
Shirts	Buttons	Regular Button	\$ 3.12	\$ 2.65

Category	Subcategory	Description	Original Price	15% Off Price
Pants	Hems	Plain	\$ 13.89	\$ 11.81
Pants	Hems	With Lining	\$ 11.06	\$ 21.21
Pants	Waists & Sides	Center Waist	\$ 23.84	\$ 20.26
Pants	Waists & Sides	Belt Loop	\$ 9.31	\$ 28.17
Pants	Waists & Sides	Split Seam	\$ 9.89	\$ 28.67
Pants	Waists & Sides	With Lining	\$ 15.89	\$ 33.77
Pants	Waists & Sides	Adjust Sides/Taper	\$ 24.91	\$ 21.17
Pants	Waists & Sides	Waist to Hips	\$ 23.85	\$ 41.44
Pants	Waists & Sides	Waist to Hem	\$ 32.56	\$ 48.85

Pants	Waists & Sides	Seat Only	\$ 16.30	\$ 13.86
Pants	Buttons	Regular Button	\$ 3.12	\$ 2.65

Category	Subcategory	Description	Original Price	15% Off Price
Dresses	Hems	Over 32"	\$ 43.21	\$ 36.73
Dresses	Hems	With Lining	\$ 15.98	\$ 50.31
Dresses	Seams	Adjust Sides	\$ 24.91	\$ 21.17
Dresses	Seams	With Lining	\$ 15.98	\$ 34.75
Dresses	Seams	Underarm to Hem	\$ 31.69	\$ 26.94
Dresses	Seams	Underarm to Waist	\$ 16.87	\$ 14.34
Dresses	Seams	Underarm to Hips	\$ 16.87	\$ 14.34
Dresses	Seams	Waist and Hips Only	\$ 16.87	\$ 14.34
Dresses	Seams	Adjust Back Seam	\$ 25.46	\$ 21.64
Dresses	Seams	With Zipper	\$ 43.62	\$ 37.08
Dresses	Seams	Darts	\$ 25.46	\$ 21.64