



Appendix A

Cartier

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1. Mission, Vision, and Values

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>

2. Fitting Sessions

- Stitch It will provide in-store fitting sessions for all employees, on site at Cartier's Boutique (751 Burrard Street, Vancouver BC, V6V 2V6)
- Employees will come in with designated alterations form (**Appendix B**)
- Each fitting session will last approximately 30 minutes per employee. 1 employee at a time
- Stitch It will provide ONE onsite fitting complimentary for Cartier
 - Additional fitting days: **\$250/day**
- Stitch It will return all completed garments via courier to Cartier store upon completion

3. Uniform Volume & Eligible Items

- Items eligible for alteration: Jackets/Blazers:
 - Blazers
 - Shirts
 - Pants
 - Skirts
 - Dresses
- **Pricing and Services** are detailed in **Appendix A**

4. Service Commitments

- **7-10 day national turnaround** from fitting/drop-off
- **30-day fit guarantee** for rework at no charge

5. Final Delivery Deadline

- All garments must be completed and delivered within 30 days after the final delivery of the last employee's uniform.
- Stitch It will continue to support uniform alterations for new hires and ongoing repairs for the Cartier Team

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 Cartier of any necessary pricing updates before proceeding.

8. Price Lists

Category	Subcategory	Pricing
Jackets	Sleeves	\$ 36.95 - \$52.47
Jackets	Seams	\$33.57 - \$57.70
Jackets	Vents	\$9.95

Category	Subcategory	Pricing
Pants	Hems	\$ 12.52 - \$ 22.45
Pants	Waist & sides	\$14.67 - \$ 52.78
Pants	Taper	\$23.29 - \$ 38.84
Pants	Buttons	\$2.81

Category	Subcategory	Pricing
Skirts	Hems	\$ 31.63 - \$60.39
Skirts	Waist & sides	\$ 22.42 - \$56.24
Skirts	Buttons	\$2.81

Category	Subcategory	Pricing
Dresses	Hems	\$38.89 - \$53.27
Dresses	Waist & Sides	\$15.18 - \$62.17
Dresses	Buttons	\$2.81

Category	Subcategory	Pricing
Shirts	Sleeves	\$21.22 - \$40.33
Shirts	Sides	\$29.45 - \$43.83
Shirts	Buttons	\$2.81

9. Authorization Form Example



ALTERATIONS AUTHORIZATION

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 CARTIER YORKDALE

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 - Yorkdale Shopping Centre

Tailor Name: _____ Date: _____

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



Revised 06/2025

