

stitch™



Appendix A



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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 HMCS HUNTER Members
- Employees will come in with their Military ID
- Each fitting session will last approximately 30 minutes per employee. One employee at a time.

3. Uniform Volume & Eligible Items

- Items eligible for alteration:
 - DEU Tunics
 - DEU Pants
 - DEU Skirts (Pricing TBD)
- Pricing and Services are detailed in Appendix A.

4. Service Commitments

- **3-7-day national turnaround** from fitting
- **30-day fit guarantee** for rework at no charge

5. Invoicing

- Custom invoicing by:
 - Sailor's Name
 - Service Number
 - 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.

6. Terms & Conditions

- All pricing and service terms, and turnaround commitments are provided based on preliminary information and are subject to change following a physical inspection of the garment(s). The final cost and service detail will be confirmed after an in-person review of the garment’s construction and fabric composition. This review may consider but is not limited to: (i) complexity of fabric: pleats, lining, trim (ii) type of condition of the fabric: delicate, stretch fabrics, heavily worn (iii) any previous alterations.
- Stitch it reserves the right to revise the original estimate if the actual work required differs materially from what was initially based on photos, description, or standard pricing.
- Stitch It will notify HMCS Hunter Stores Staff of any necessary pricing updates before proceeding.

7. Price Lists

DEU Tunic Alterations	
Service Description	Price
Take in / let out side seams (no vent adjustment)	\$42.53
Take in / let out side seams (with vent adjustment)	\$85.17
Lower collar only (remove excess material below back of collar)	\$29.21
Deepen armhole	\$78.11
Take in/let out center back (no vent)	\$36.23
Raise or lower sleeve length (no buttons or vents)	\$36.95

DEU Trouser/Slack Alterations	
Service Description	Price
Raise or lower pant length	\$12.50
Increase or decrease waist	\$29.84
Let out thigh	\$19.04 – \$23.39

