



**POLICIES & CLAIMS
MANUAL**

	Damage Related	Measurement Related	Materials or Options Related
Type of Issue	<ul style="list-style-type: none"> * Fabric defects / damages * Lining defects / damages <li style="padding-left: 20px;">* Oil / stains * Pressing marks * Weave defects 	<ul style="list-style-type: none"> * Measurement issues (Measurements within manufacturing tolerance are not considered measurement issues) 	<ul style="list-style-type: none"> * Wrong materials unchangeable (fabric, lining...etc) * Wrong materials changeable (buttons) <li style="padding-left: 20px;">* Wrong design options
Validity Of Claim	<ul style="list-style-type: none"> * Within 72 hours of receiving garment 	<ul style="list-style-type: none"> * Within 4 weeks of receiving garment 	<ul style="list-style-type: none"> 3 months is the maximum validity
OLA	<ul style="list-style-type: none"> * Resolution response from HQ must be sent within 24 - 48 hours maximum of receiving claim 	<ul style="list-style-type: none"> * Resolution response from HQ must be sent within 24 - 48 hours maximum of receiving claim 	<ul style="list-style-type: none"> * Resolution response from HQ must be sent within 24 - 48 hours maximum of receiving claim
Solution / Compensation	<ul style="list-style-type: none"> * Remake the garment * Dayang bears the cost of replacing materials, repairs, alterations where possible 	<ul style="list-style-type: none"> * Remake the garment * Reimburse the cost of repairs / alterations 	<ul style="list-style-type: none"> * Within 4 weeks - remake or replace materials where possible * Within 3 months - offer credit on future orders- discuss on a case by case basis
Notes	<ul style="list-style-type: none"> * The recipient must inspect the garment for appearance issues as soon as received * Any washed / tailored / altered garments will not qualify for claims * To verify garments as not washed or worn they should have the original sewing thread, and garment hangtags should be kept 	<ul style="list-style-type: none"> * Measurements of delivered garments must be compared to the data that was originally input in the system, not the customer's body measurements which could change from ordering time to receiving time. 	

Additional Notes :

- All claims must be submitted through the Trands Support Ticketing System at www.support.trandsusa.com and must include clear photos & evidence showing the issue to be verified by the factory before providing remedy to the issue.
- Any claimed garment must not be washed, worn, altered...etc.
- As CMT fabrics have an unpredictable variety of compositions and characteristics, retailers may define fabric defects differently. The factory will only inspect obvious defects. Should retailers have any special requirements or standards for their CMT fabric, it needs to be discussed with Customer Service ahead of time.
- Failure to comply with the policy noted above will result in rejection of claim.

About Tolerance Charts :

- All factories have Quality Control 'Tolerance Charts' that dictate the range of acceptable measurement variance that will be TOLERATED by the Quality Control staff
- A Tolerance range of 1cm means that if you were expecting a part of the garment to measure 30cm, it is TOLERABLE for it to measure from 29cm to 31cm
- It is possible that two people measuring the same garment can arrive at 2 different measurement results. For this reason it is necessary to have reasonable tolerance ranges
- If it is clear that a garment received has any measurement(s) outside of the tolerance range, evidenced by clear photos demonstrating this, Dayang will replace the garment at no charge
- If a free replacement is awarded, the new order cannot be made with other unrelated measurement edits. Example... if the sleeves were too long, the remake cannot include a waist edit from the original order. The rest of the garment must have the same measurements as the original order

About Influence Charts :

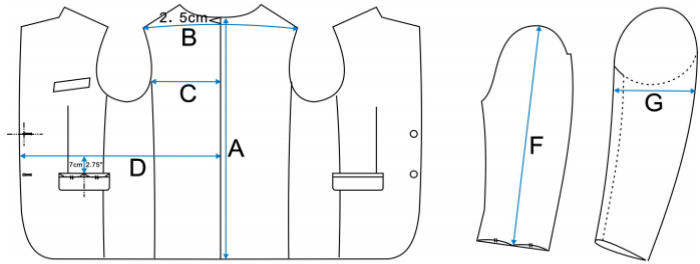
- Influence Charts provide thorough details regarding the impact one measurement adjustment has on the neighboring garment area. This info is not commonly known in the retail community
- Understanding the Influence Charts at a general level means to be aware that if you adjust one part of a garment, it may have affected the neighboring part which may be the trouble-fit area.
- When making a Wrong Measurement Claim, it is possible that a measurement discrepancy may be caused by an INFLUENCE, and the measurement is actually correct.
- If a garment measurement on a received item is outside of the tolerance range for the measurements entered, but INSIDE of a tolerance range that includes an INFLUENCED value, the garment will be considered to measure WITHIN TOLERANCE, and a free remake will NOT be granted.

Please take some time to review the TOLERANCE & INFLUENCE Charts on the following pages. These documents are the tools referenced by the factory to support claim decisions. The more familiar you are with them, the easier it will be for you to understand whether your claim will be supported within the policies. We thank you for your time and consideration.

Sincerely,
Trands USA

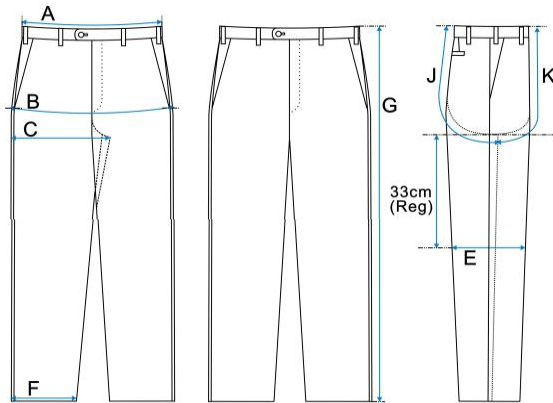
JACKET TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - Back Length	0.5cm	1cm	1.5cm
B - Shoulder Width	0.5cm	1cm	1.3cm
C - 1/2 Blades	0.4cm	0.8cm	1.1cm
D - 1/2 Waist	0.5cm	1cm	1.3cm
F - Outsleeve	0.5cm	1cm	1.5cm
G - 1/2 Upperarm	0.6cm	0.8cm	1.2cm



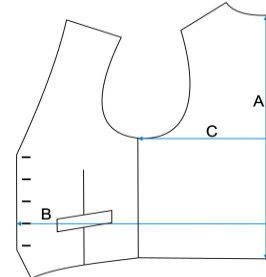
TROUSER TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - 1/2 Waist	0.5cm	1cm	1.3cm
B - 1/2 Hip	0.7cm	1cm	1.5cm
C - 1/2 Crotch	0.7cm	1cm	1.5cm
E - 1/2 Knee	0.7cm	1cm	1.5cm
F - 1/2 Foot	0.4cm	0.8cm	1.1cm
G - Outseam	0.5cm	1cm	1.5cm
J - Back Rise	0.5cm	0.8cm	1.2cm
K - Front Rise	0.5cm	0.8cm	1.2cm



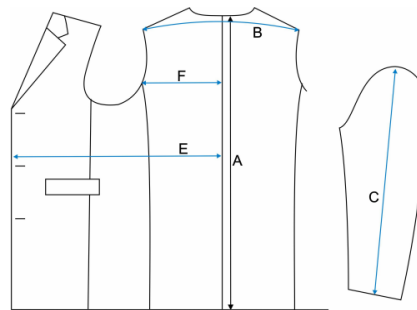
WAISTCOAT TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - Back Length	0.5cm	1cm	1.5cm
B - 1/2 Waist	0.5cm	1cm	1.3cm
C - 1/2 Blades	0.4cm	0.8cm	1.1cm



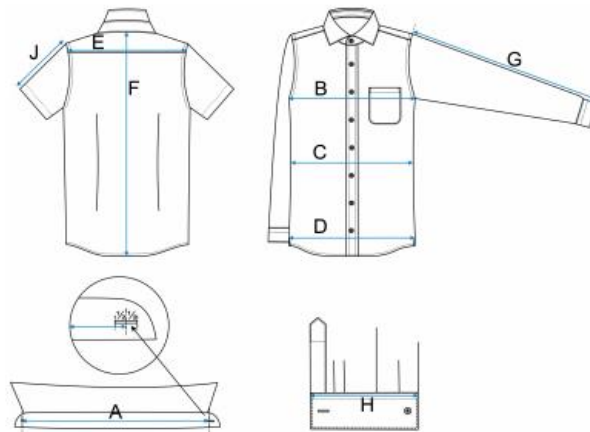
COAT TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - Back Length	n/a	1cm	1.5cm
B - Shoulder Width	n/a	1cm	1.5cm
C - Outsleeve	n/a	1cm	1.5cm
E - 1/2 Waist	n/a	1cm	1.5cm
F - 1/2 Blades	n/a	0.6cm	1.1cm



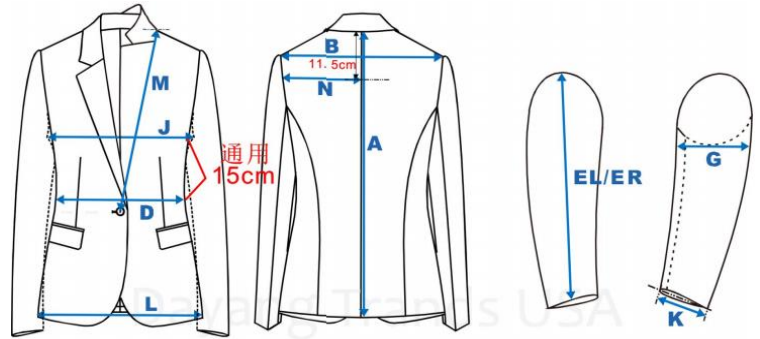
SHIRT TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - Collar	n/a	1cm	1cm
B - 1/2 Chest	n/a	1.5cm	1.5cm
C - 1/2 Waist	n/a	1.5cm	1.5cm
D - 1/2 Hips	n/a	1.5cm	1.5cm
E - Yoke	n/a	1.3cm	1.3cm
F - Length	n/a	1cm	1cm
G - Long Sleeve	n/a	1cm	1cm
J - Short Sleeve	n/a	0.5cm	0.5cm
H - Cuff	n/a	1cm	1cm



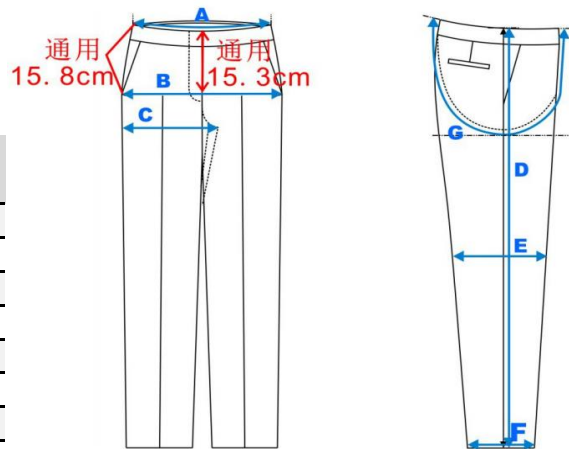
JACKET TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - Back Length	0.5cm	1cm	1.5cm
B - Shoulder Width	0.8cm	1cm	1.3cm
D - 1/2 Waist	0.5cm	1cm	1.3cm
EL/ER - Outsleeve	0.5cm	1cm	1.5cm
G - 1/2 Upperarm	0.5cm	1cm	1.3cm
J - 1/2 Chest	0.5cm	1cm	1.3cm
L - 1/2 Seat	0.5cm	1cm	1.3cm
K - 1/2 Cuff	0.3cm	0.5cm	0.7cm
M - Top Button	0.5cm	0.8cm	1cm
N - 1/2 Blades	0.4cm	0.8cm	1.1cm



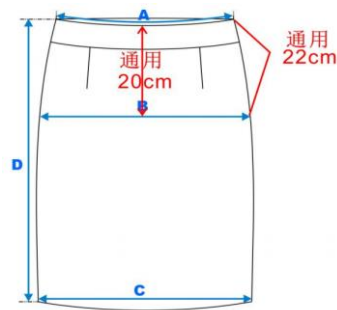
TROUSER TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - 1/2 Waist	0.5cm	1cm	1.3cm
B - 1/2 Seat	0.5cm	1cm	1.3cm
C - 1/2 Thigh	0.5cm	1cm	1.3cm
D - Outseam	0.5cm	1cm	1.5cm
E - 1/2 Knee	0.5cm	1cm	1.3cm
F - 1/2 Foot	0.4cm	0.8cm	1.1cm
G - U Rise	1cm	1.5cm	2cm



SKIRT TOLERANCES

Measurement	Try-On Garment	CM Shop MTM	Inch Shop MTM
A - 1/2 Waist	0.5cm	1cm	1.3cm
B - 1/2 Seat	0.5cm	1cm	1.3cm
C - 1/2 Bottom	0.5cm	1cm	1.3cm
D - Outseam	0.5cm	1cm	1.3cm



Jacket Fit Tool	1/2 Back	1/2 Front Chest	1/2 Chest	1/2 Waist	1/2 Seat	Vents	Chest Pkts	Button Position	Upper arm	1/2 Shoulder	Length (back)	Front Length	Lapel Length
1/2 Shoulder	60%	50%	80%							100%			
1/2 Chest	40%	15%	100%						20%				
1/2 Back	100%		70%										
1/2 Front Chest		100%	60%										
1/2 Front			100%	100%	100%								
1/2 Front skirt					100%								
Armhole							50%						
Upper Arm / Armhole			50%						100%				
Length						50%		50%			100%	100%	
Sway Back					100%								
Center Back Seam	100%												
Stooped													-100%
Erect													-100%
Collar Height Raise													-100%
Collar Height Lower													-100%
1/2 Girth				100%									
1/2 Hip					100%								
Front Length								50%				100%	
Lapel Length								100%				100%	

Trouser Fit Tool	1/2 Seat	1/2 Thigh	1/2 Knee	Length inseam	Crotch	Front Rise	Back Rise
Total Rise				-100%		100%	100%
1/2 Seat	100%	40%					
1/2 Hip	100%						
1/2 Thigh	40%	100%	60%		50%		
1/2 Knee		40%	100%				
Crotch		25%			50%		
Flat Seat						60%	40%

How To Read The Influence Chart

When you adjust a Fit Tool in the far left it will impact or INFLUENCE other area garment by the percentage indicated

Jacket Example:

Adjusting ' Center Back Seam ' Fit Tool INFLUENCES the 1/2 Back by 100%. Reduce ' Center Back Seam ' by 1cm and the 1/2 Back is reduced by 1cm

Waistcoat Fit Tool	1/2 Back	1/2 Chest	1/2 Waist	Chest Pkts	Length (back)	Front Length	1/2 Seat	Button Position
1/2 Chest	50%	100%						
1/2 Back		30%						
1/2 Front		100%	100%				100%	
Armhole				50%				
Lapel						100%		
Armhole								
Stooped						-100%		
Erect						-100%		
1/2 Seat							100%	
1/2 Waist			100%				100%	
Front Length						100%		50%
Length					100%	100%		50%

Trouser Example:

Adjusting the ' Total Rise ' Fit Tool INFLUENCES the Front Rise & Back Rise by 100%

If you raise the Total Rise by 2cm, the Front Rise & Back Rise will BOTH be raised by 2cm

Shirt Fit Tool	1/2 Back	1/2 Front Chest	1/2 Chest	Upper Arm
1/2 Shoulder	40%	40%		
1/2 Chest	30%	20%		50%
Upper Arm / Armhole			20%	

Overcoat Fit Tool	1/2 Back	1/2 Front Chest	1/2 Chest	1/2 Waist	1/2 Seat	Vents	Chest Pkts	Button Position	Upper arm	1/2 Shoulder	Length (back)	Front Length	Lapel Length
1/2 Shoulder	70%		50%							100%			
1/2 Chest	30%								25%				
1/2 Front			80%	100%	100%								
Upper Arm / Armhole			50%						100%				
Length						50%		50%			100%	100%	