

Ordering Information

3 Ways to order

EMAIL: Email us your order to info@costumegallery.com.au. Please quote the style number, the style name and the sizes that you require.
CALL: Customer Service representatives are available to serve you from 8:30 a.m. to 4:30 p.m. Monday through Friday, Australian Eastern Standard Time (Queensland)
Call us on 0403 799 143 or 07 3279 8307.
FAX: We encourage you to order 24/7 via our fax number 07 3879 8469

PAYMENT TERMS

ALL sales are final.

IN STOCK orders will require full payment at the time of order as they are shipped directly to you from the USA. Orders not in stock will require a 25% deposit with the balance payable BEFORE shipment.
All orders of 7 items or more, paid in full at the time of order will be shipped FREE.

CREDIT CARDS

We accept VISA and Master Card. Your account is charged immediately. Please notify your credit card company in ADVANCE of your order if there are purchase limits on your account and/or you plan to make one or more large purchases at once.

DIRECT DEPOSIT

We accept direct deposit into our account which is with the Bank of Queensland in Forest Lake, Brisbane.
BSB: 124054
ACCOUNT NUMBER: 20452696
Please use your studio name and invoice number as a reference.

INSUFFICIENT FUNDS

COD is NOT available. Full payment must be received by us before any order will be placed.

ORDER CONFIRMATION

Please keep a copy of your original order. We'll process, confirm and assign your order a number. Please check the confirmation (invoice) against your original order and notify us immediately if they do not agree. Order confirmations (invoices) will be emailed or faxed to you.

SHIPPING

Orders paid in full of 7 items or more will be shipped free of charge directly to you. Smaller orders as part of

consolidated consignments from the USA will be charged for internal shipping within Australia. 1- 2 costumes \$20.00 shipping (in total), 3-4 costumes \$30.00 shipping (in total), 5 costumes \$40.00 shipping (in total), 6 costumes \$60.00 shipping (in total).
Prices for internal shipping may change without notice.

INTERNATIONAL ORDERS

International orders (for New Zealand) must be paid in full, in AUD dollars, BEFORE we ship. Payment terms for New Zealand orders will be the same as in Australia. Orders of 7 items (costumes) or more will be shipped free of charge ex the USA.

Smaller orders will require additional shipping charges (please contact our office). Customers are responsible for all duties, taxes and additional fees charged by their country.

Duty fees are paid by the customer when quota in a particular category has been filled, if applicable. Contact your customs broker for additional information concerning quota before you order.

EXCHANGES, CANCELLATIONS OR RETURNS

We do not accept returned items under any circumstances UNLESS they are faulty.

In this instance the item will be replaced in the same size and colour as originally ordered and all costs associated with the replacement will be covered by us.

You MUST check your orders and contact us within 7 days of receipt of your order to ensure that we can assist you.

SALE STOCK IS FINAL WITH A NO RETURNS ACCEPTED POLICY

XXLA sizes are custom made and may not be exchanged or returned. Leotards, tights, jewellery, wigs, eye make-up kits, and Capezio items may not be returned.

LIABILITY

Costume Gallery is not responsible for items lost or damaged in transit. You may place a claim with the carrier. Prices are subject to change without notice. Costume Gallery is not responsible for any errors or omissions made during the printing process. Deposits placed with orders that are abandoned, revert to Costume Gallery. *We do not accept orders from parents or students.*

PLEASE REVIEW YOUR CONFIRMATION AS SOON AS IT ARRIVES