

Customer Service

If you have any questions, concerns or special instructions for your order including expedited shipping please call customer service at 800-560-6090 Monday-Friday, 9:00-5:00 EST. Our customer service people know the products and will be happy to answer any questions you might have.

Order by Phone

800-560-6090 or 207-348-2459 Monday through Friday, 9:00 to 5:00 EST. Please have your credit card (we accept Visa, Mastercard, Discover and American Express) and order information ready. We suggest you fill out this order form and read it to us over the phone. Our customer service representative will advise you of stock availability, provide product information, and answer questions about your order. **Please measure your child before calling to place your order.**

Order by Fax

207-348-6285 or our toll-free fax 866-729-8930. Please include your phone number in case we have questions.

Order by Email

outfitter@maine-camp.com For your security, please do not email your credit card number. Email your order, including your phone number, and we will call you to complete the order.

Order Online

www.maine-camp.com Place an order 24 hours a day, 7 days a week on our e-commerce website. Our online store carries all camp clothing and many other items you need. The password which is on page one of the catalog (the password is your organization's name) will give you access to your store.

Order by Mail

Please use our order form whenever possible. Enclose payment in the form of a check, money order, or credit card number (Visa, Mastercard, Discover or American Express). Please include shipping charges and Maine sales tax when it applies. U.S. currency only, please. Mail to: Maine Camp Outfitters, P.O. Box 67, Sunset, ME 04683-0067.

Shipping Information

For fastest service, we will choose the best shipping method. To avoid delay, please include a P.O. Box # if necessary; a street address is required by UPS.

Check Your Package Upon Receipt

Shortages or damage claims of product will be honored **within seven days** after receipt of merchandise. Any claims for lost or damaged packages must be filed by the customer with the carrier.

Monogramming

Some of our products may be personalized with monogramming. \$5.00 per line, per item. Please ask customer service for information when placing an order. *This is not a substitute for labelling clothing.*
NOTE: Monogrammed and customized items are not exchangeable, refundable or subject to cancellation once the order has been placed.

Returns and Exchanges

Please call Maine Camp Outfitters at 800-560-6090 to obtain a RMA #. **ALL RETURNS MUST HAVE A RETURN MERCHANDISE AUTHORIZATION NUMBER BEFORE RETURNING.** All returns and exchanges must be made within thirty days of receipt. In-house merchandise credit only after 30 days. Worn, washed, altered merchandise or clothing marked with pen will not be accepted for return. We regret that socks, underwear, sale items and personalized merchandise (monogrammed, special sizes, etc.) also may not be returned or exchanged. Name Tapes are not attached to exchanges. The customer is responsible for all shipping and handling charges for returns, exchanges and new orders. We enclose a return/exchange form in every package. Please take a minute to fill out the information and inform us of the reasons for the return or exchange so we can continue both to uphold our standards and to serve you better. Add any comments you have about our products or service. Include your daytime phone number in case we need to call you to clarify any information you have given us.

C.O.D. RETURNS WILL NOT BE ACCEPTED.

Send returns/exchanges along with your RMA# to:
Maine Camp Outfitters
300 Sunset Road/P.O. Box 67
Sunset, Maine 04683-0067

For your protection send the package by UPS or insured Parcel Post.

Sizing Information

Our size chart is a general guide. However, due to variations in manufacturers' sizing, not all items will fit exactly the same. **We suggest calling Customer Service with your child's measurements for assistance in ordering the correct size.** We will do our best to help you with the correct fit. More sizing information is also available for many items in the online store.

HOW TO MEASURE:

Chest: Measure around the fullest part of chest; keep tape under arms and across shoulder blades.

Waist: Measure over body, not over clothing at the height your waistband usually falls. Keep one finger between tape and body.

Hips: Feet together. Measure at fullest part.

Rev 1/11

| GENERAL SIZE CHART (Call customer service or go to your webstore for more specific sizing information) | | |
|---|------------|--------|
| T-SHIRTS, SWEATSHIRTS | | |
| Youth size | Adult size | Chest |
| YS 6-8 | AS | 34-36" |
| YM 10-12 | AM | 38-40" |
| YL 14-16 | AL | 42-44" |
| | AXL | 46-48" |
| SHORTS, SWEAT PANTS | | |
| Youth size | Adult size | Waist |
| YS 6-8 | AS | 28-30" |
| YM 10-12 | AM | 32-34" |
| YL 14-16 | AL | 36-38" |
| | AXL | 40-42" |