

PAUL MORRELL

FORMALWEAR

RESOURCE GUIDE



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BY IKE BEHAR

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Introduction

Since 1975, the friendly people at PM have been dedicated to helping companies in the men's formal wear industry build their business. One of our favorite tag lines is, "*We're your warehouse, not your competition!*" and it's important for our accounts (our partners) to understand what that means.

As an established rental tuxedo wholesaler, we know how important it is to have the most popular styles and colors that the general public want to wear. Every year, we buy more styles of tuxedos and more new styles and colors of formal accessories (vests, 4-in-hand ties, bow ties, etc) than nearly any other tuxedo wholesaler in the industry, including giants in the room, Men's Warehouse and Joseph A. Banks.

We are committed to new and fresh fashion in the rental tuxedo industry, as well as maintaining the formal standard. We are proponents of the bow tie and pleated shirt, but we have an enormous selection of 4-in-hand ties and vests. Just like 'people don't rent hammers,' we believe that for the tuxedo rental industry to thrive, we must offer people something they can't buy nearly as inexpensively as they can rent it. Marketing high quality, fashion tuxedos and accessories is the key to our success. Please take a few minutes, and look at our entire formal wear catalog at MyTuxedoCatalog.com.

OUR EXPERIENCE AS A TUXEDO WHOLESALER

We are a personable company of people, with years of experience and enthusiasm! Even though we are a 'small business,' we are big on our employees and it shows! Paul Morrell was founded in 1975, and 41 years later, many are still here and going strong. Our Customer Service department has decades of years of collective experience. When you look at Shipping, Receiving, Production, Dry Cleaning & Laundry, Alterations, Retail and the rest of our departments, you continue to see the smiling faces of many long term Paul Morrell employees.

OUR DISTRIBUTION CENTER

Located in downtown Little Rock, Arkansas in the shadow of the Arkansas State Capital, our large air-conditioned warehouse has been outfitted perfectly to meet the needs of a large formal wear wholesaler. We have a full service dry-cleaning and laundry facility, and do all our alterations in house. In addition to our wholesale role, we also have a retail store where we rent and sell to local people from the surrounding communities.

OUR MISSION

It is our mission to supply a nationwide network of formal wear specialists, bridal shops, wedding & event related stores and other businesses with an extensive lineup of wholesale rental tuxedos, suits, and all the accessories, while maintaining high quality standards.

HOW WE WORK

All that being said, we like to think that we're good people to work with. We take special interest in all our accounts, and do our best to give each and every one the time and care they need. We do this when we're on the phone taking your order, when we're pulling the merchandise from the warehouse, when we're inspecting it to make sure it maintains our high standards, and when we're boxing it up to send it to you. On occasion we may make a mistake, but we always do our best to correct it and make it up to you!

Printed Content

CATALOG

Paul Morrell offers one of the most extensive and information rich catalogs available in the men's formal wear industry, featuring nearly 100 styles of tuxedos and suits as well as hundreds of accessories. These catalogs are designed to look like they are your store's catalog as the Paul Morrell name appears only on the spine and cover. A new catalog is sent to wholesale accounts at no cost every year when new merchandise is released, and additional catalogs are always available. Having several full featured catalogs available to hand out to customers and wedding parties adds convenience and time savings for you and your customers.

Layout: The layout of the catalog is simple. It begins with a table of contents sorted by the PM Style # in descending order. Following the contents are a few informative pages regarding Fit & Style, which has become a critical focus with all formalwear customers. Beyond that, you enter into all the available tuxedo styles organized by color, making it easy for you and your customers to find exactly what you're looking for. All Suits are grouped together following the tuxedos, and Accessories finish out the catalog.

Catalog Layout

- Table of Contents
- Style & Fit Info
- Grey Tux's
- Navy Tux's
- Black Tux's
- Tan Tux's
- Ivory Tux's
- White Tux's
- Brown Tux's
- Colored Tux's
- Suits
- Accessories

Features: PM provides a Roman Numeral system to help identify the price-points of tuxedos & suits on each product page. To the right of the PM Style number is a greyed out Roman numeral from 1 through 6 (I,II,III,IV,V, or VI) that correlates to the price points in the PM Price List. Roman numeral I is the most affordable merchandise, with Roman numeral VI being the most premium.

For those who would like to write your retail prices in the catalog, we've added a white box by the PM # next to each and every style in the catalog. We have also added a roman numeral next to each box that corresponds to the wholesale price point.

In the current catalog, listed on every product page next to the manufacturer's style number is a new field: Swatch Number. You can use that number to correlate the tuxedo style to the matching fabric swatch in the current swatch book.

SWATCH BOOK

In 2016, we produced 2 completely redesigned swatch book options for our accounts to use. Both options contain beautiful lifestyle photography, are feature rich, and were designed with you and your customers in mind.

Store Front (Full) Swatch Book – Contains the physical fabric of all tuxedo styles as well as physical swatches of all accessory lines in which the fabric is still available from the manufacturer. If fabric is not available from the manufacturer, we printed color corrected digital swatches.

Back Office (Hybrid) Swatch Book – This lower cost version features 'Hybrid' swatches whereby we use a combination of physical swatches and digital swatch photography. We still included physical swatches of all tuxedo material. For the accessories, we include a physical swatch for the first color of each line, side by side with the digital print, to show how accurate the color corrections are. The remaining colors are only shown as color corrected digital swatches.

PRICE LIST

The Paul Morrell Price List allows you and your employees to quickly and accurately look up what your wholesale cost is for rental and sale items. It does not contain any suggested retail prices, but rather serves as a guide for you to determine what your retail prices should be. To make pricing as simple as possible, all 6 of our price points are 'Complete Outfit Pricing', meaning that it includes any accessory, any shirt, any pant, and the Accidental Damage Waiver (ADW) is already included in that complete outfit price. There may only be an additional charge for shoes, pocket squares, suspenders, and oversize's (coat sizes >50). A new price list is sent along with the new catalog every year at no charge.

No Extra Charge For:

- Microfiber or Colored Shirts
- Flat Front Trousers
- Slim Fit Trousers
- Accidental Damage Waiver
- Any Vest/C'bum & Tie with complete outfit

Layout: Like the catalog, the first 2 pages contain the Pricing for styles in the most current catalog, sorted by descending PM style # first. The next 2 pages show styles sorted by price point. The price list is comprised of several sections including; •A Price List for styles not in the current catalog but still available for rental •Individual Items for Rental •Suggested Method for Retail Prices •Paul Morrell Services Available to You •New Items for Sale •Paul Morrell Information & Policy Statement •Paul Morrell's Shipping Policy •Marketing Material.

Features: There is a 'Price Point' column next to the description that helps you quickly identify what price point category each style is in. The price point for each style is identified using Roman Numerals I (lowest PP) thru VI (highest PP) and corresponds to the Price Point Categories Chart at the top of the first page of the price list. Pages 3 & 4 organizes all of the formalwear by price point making it easy for you to identify the styles available within a specific price point.

There are 4 columns with pricing for 'Coat Only', 'Coat & Pant', 'Complete', & 'As Pictured' in Catalog.

1. Coat Only – the wholesale price for renting the coat only.
2. Coat & Pant – the wholesale price for renting the coat & pant only.
3. Complete – the wholesale price for renting the specified style (coat & pant), along with any accessory, & any shirt (including microfiber & fitted shirts). The 'Complete' price also includes the ADW. The additional charge for shoes & a pocket square are not included in the 'Complete' price.
4. As Pictured in Catalog – the wholesale price for renting exactly what is pictured for a specific style in the catalog. If a style is pictured with a pocket square, the price in this column would reflect that additional charge.

BROCHURE

Paul Morrell also offers a very useful color brochure featuring some of our newest and most popular tuxedos and accessories. These brochures are designed to look like they are yours - they have an area on the back for you to imprint your store name and contact information. These brochures are wonderful to hand out to your customers as a take away & are especially useful to give out at Bridal & Fashion shows.

Online Content

PAULMORRELL.COM

PaulMorrell.com is our primary resource for everything account related except for catalog rental merchandise. Paul Morrell Accounts have access to a variety of resources and tools through the ‘Partners’ and ‘Resources’ pages. PM accounts have access to the ‘Documents and Downloads’ section where they’re able to access forms that to help maintain their account. PM Accounts can keep up with the most popular merchandise through our ‘Top 10’ page as well. It also serves as a notification service to alert visitors if we are closing early due to weather conditions. Some of the services provided through PaulMorrell.com are:

- The ability to request product images for use online or in print marketing
- Learn how to use PM Online, our online order entry service
- Request marketing tools and supplies
- View our up to date policy and shipping statements
- View our Closeout Styles list
- Much more!

MYTUXEDOCATALOG.COM

We’ve updated MyTuxedoCatalog.com to be a responsive website! What that means is that MTC will itself to look great on all devices, from smartphones to desktop monitors. It’s even easier and quicker to navigate than ever. Make sure you check it out, and let know what you think!



How can PM accounts use it?

If you’re already a PM Partner, you are free to use MyTuxedoCatalog.com as your own! We have many accounts that link to it from their websites, and simply refer to it as their website to illustrate the styles available to their customers. You can link to specific products that you want to promote in your store. You can even ‘Like’ products so they show up on your Facebook wall, or add them to your Pinterest page.

MyTuxedoCatalog.com is the product of years of experience in the formal wear industry. The bottom line is that it is primarily designed as a tool for our partners to use, and secondly as a way to encourage retail customers looking for the latest in formal wear fashions to come to you, a Paul Morrell Partner. Your customers, the consumer, can locate you by clicking on the ‘Locations’ link and putting in their address or zip code.

PAULMORRELLONLINE.COM

In an effort to accommodate your formal needs, your schedule, and your wallet, we have established a powerful online resource that gives you, our wholesale partner, control over your account. With PM Online, you can place orders for rental merchandise online, anywhere, at any time. Your order will be booked in real time with no delays. Besides the obvious conveniences this affords, PM Online also offers a wide range of account management tools and services that put you behind the wheel. With your PM Online account, you will be able to:

- Place real time orders online 24/7 and **Save 5%** on every rental order
- Create and organize orders within an Event
- Receive a detailed Order Confirmation Email within an hour of placing your order
- View all future orders (placed online or by phone)
- Check style availability for future dates
- View your account statement
- Pay Invoices on your account
- Manage your Credit Cards on file securely
- Place orders for multiple store locations
- Arrange drop shipments
- Receive shipment confirmation emails with tracking information
- Available in Spanish! (*coming soon*)

To set up your account to use PM Online, please call or email us today. To learn more about PM Online, and to view some short videos on using PM Online please click [here](#), or visit the PM Accounts page.

Tuxedo Basics

THE TUXEDO

Tuxedo: [tuhk-see-doh] noun, 1. Also called dinner jacket, a man’s coat and ensemble for semiformal evening dress, traditionally of black or dark-blue color and characteristically having satin or grosgrain facing on the lapels.

The above definition represents a very classic understanding of the term. However, as fashion and tradition continue to develop over time, tuxedos have come to represent a broader range of styles for more kinds of special occasions.

Originally only tailcoats were worn for formal occasions. The dress code was/is known as White Tie or White Tie and Tails. But a problem developed because there was no dress code distinction between meeting royalty and having a normal dinner with your family. For aristocrats, all evening activities called for White Tie.

To distinguish between the importance and formality of events, the “tail-less dinner jacket” was eventually developed as a less formal alternative to the White Tie dress code. The semi-formal (or formal by today’s standards) style made its US debut in Tuxedo Park, NY - the place from which it takes its name. Eventually the style took hold and developed its own rules, creating a new dress code known as Black Tie which is still the gold standard for men’s formal dressing today. White Tie is still in practice as well, but it’s more obscure, reserved exclusively for only the most formal events.

Over the last 150 years, the tuxedo has continued to evolve. Tuxedos are now made for both daytime and evening formal events, in a variety of different styles and colors. Popular colors include not only black and midnight blue, but grey, tan, slate blue, white, ivory, and even brown.

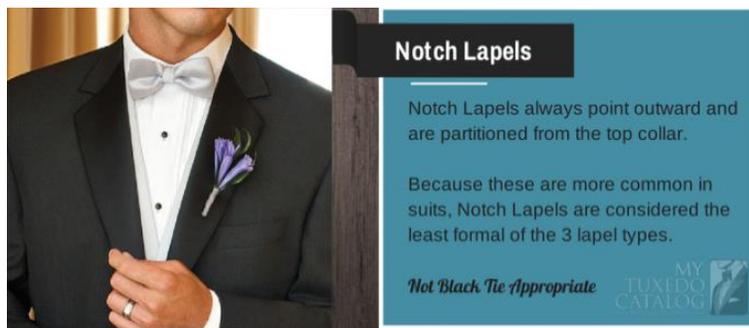
Regardless of color, tuxedos are generally distinguished from suits by the presence of satin on the lapels, buttons, pockets, and pant side seam. However, there are a few exceptions to this rule.

Even though tuxedo styles and fashion are always evolving, the traditions and requirements of the classic “Black Tie” tuxedo interpretation has remained mostly unchanged for generations, making the Black Tie tuxedo a truly timeless style that will always be a strong presence and influence in menswear.

LAPEL DIFFERENCES

Lapel: noun - Either of the two parts of a garment folded back on the chest, especially a continuation of a coat collar.

On a tuxedo, the lapels are generally faced with satin or satin trim. There are three primary lapel types that almost all tuxedos fall under. What most people don’t know is that not all lapels are created equal. The lapel shape of a tuxedo is one of the main indicators of how formal that particular coat is.



ACCESSORIZING

Modern day tuxedos come with a plethora of accessory options. There are enough options out there that the task of picking the right thing can at times seem daunting. Even when it comes to Black Tie standards, the strictest tuxedo interpretation, accessorizing your tuxedo is less a uniform and more an art form. Below we’ve listed out a little about each accessory that can help when trying to select the perfect look.

Trousers:

- 1.) Tuxedo trousers generally match the coat fabric. Exceptions are white, cream, or midnight blue dinner jackets which are often paired with black trousers.
- 2.) Tuxedo trousers are differentiated from suit pants by a satin stripe or bead down the outer pant seams.
- 3.) Rental trousers come fitted with metal side adjusters that let the waistband in or out 1”, accommodating 3 waist sizes per pant.
- 4.) Flat front trousers are usually the most popular option, though single-pleated and double-pleated trousers are also common and generally available.

Shirts:

- 1.) Formal shirt options include both turn-down collar shirts and wing-tip collar shirts. Turn-down collar shirts are actually more formal for tuxedos, though wing-tips are appropriate too. Wing-tip collar shirts are more appropriately worn with tailcoats.
- 2.) Most formal shirts are made out of a microfiber material that lasts a long time without wearing thin. Microfiber also feel softer and wrinkles less.
- 3.) Shirt front options are most commonly either plain front or pleated front. For pleated shirts, a ¼” pleat is the most common.
- 4.) Formal shirts come with regular buttons on the front and cuffs, but also include extra holes to accommodate shirt studs and cuff links.
- 5.) If you prefer a little more tailored look that billows less around the waist, look into the fitted shirt options available.

Vests:

- 1.) The primary formal purpose of a vest is to serve as a waist covering.
- 2.) The most formal vests come in either the same material as the coat or coat lapels and have a low button stance.
- 3.) We carry a wide variety of vest lines/patterns and a wide range of colors in each vest line. This is to accommodate wedding parties who need accessories in the wedding colors/bridesmaid dress colors, and prom goers who wish to color match with their dates.
- 4.) While most of the vests we carry are fullback, all boys sized vests and some larger sizes are backless.

Cummerbunds:

- 1.) Much like vests, cummerbunds are also intended as waist coverings, in order to cover the awkward bunching of the shirt when tucked into the trousers.
- 2.) Cummerbunds are in most cases considered a more formal alternative to vests.
- 3.) The pleats on a cummerbund should always face upward.
- 4.) The most formal cummerbunds are generally black and match the lapels of the coat.
- 5.) Also like vests, cummerbunds come in different patterns and colors to accommodate color matching for wedding parties and prom dates.

Ties:

- 1.) Originally the only appropriate neckwear to wear with a tuxedo was a bow tie, but now both long ties and bow ties are permissible for most formal occasions, except for Black Tie events, where only black bow ties are correct.
- 2.) Most vest lines include matching bow ties, long ties, and/or corresponding long ties and bow ties in complimentary patterns and colors.
- 3.) Most rental ties are pre-tied, but some self-tie bow ties are available as well.

Pocket Squares:

- 1.) Originally the pocket square was a simple material swatch that you carried in your coat’s top front pocket that served as a handkerchief, but most modern pocket squares are simply decorative and not functional handkerchiefs.
- 2.) Every vest line we carry also includes matching and/or corresponding pocket squares in almost every color and pattern.
- 3.) Our pocket squares are not pre-folded, leaving you different fold options.
- 4.) The most formal pocket square is plain white, with only a thin straight fold showing over the pocket lip.

Shoes:

- 1.) Traditionally formal shoes are made of polished patent leather, but most rental formal shoes are made out of a PVC material that imitates patent leather.
- 2.) The most formal shoes are generally those with the fewest details. A solid rounded toe shoe is more formal than a wing-tip shoe and slip-ons are generally more formal than lace-up options.

OCCASIONS

Unlike the original tuxedo which was only meant for aristocratic family dinners, modern tuxedos are made to accommodate a wide range of formal events. They come in a variety of styles and colors with an even wider variety of accessories that cater to both daytime and evening functions. Each type of formal occasion comes with its own set of traditions and requirements that set it apart from the others. The three most common categories are Proms, Weddings, and Black Tie Affairs.

Proms:

The busiest formal season of the year, the bulk of prom season takes place in April and May, though nationally proms season actually lasts from March to June. Prom season is also the most eclectic formal season, with tuxedo styles ranging as widely as the imagination and style availability will allow. A common prom practice is to match the tuxedo accessory colors to the date's dress, meaning specific color matching will often be necessary.

Weddings:

While other occasions like proms only happen around one time of year, weddings occur all year round, making them the most common type of formal occasion. Weddings are unique because they generally require suiting an entire wedding party in matching styles – a task not generally required with other occasions. Some of the most common types of weddings are:

- a. **Formal/Church Wedding** – Generally the most traditional weddings will take place in a church. Formal wear for these weddings will range from traditional black tie, to more modern tuxedo options. Accessories will usually either match the bridesmaid dresses or will match the tuxedos, though there is no solid rule about this.
- b. **Garden Weddings** – Garden weddings can be as formal and traditional as church weddings, but are generally not. Lighter color tuxedo options like grey and tan are most popular for these.
- c. **Destination Weddings** – These have become synonymous with beach weddings, though not all destination weddings have to be on a beach. Like garden weddings, these can be very formal and traditional, but generally they are the least formal wedding type. Tan is the most popular color choice for destination weddings and often suits are worn instead of tuxedos.

Black Tie Affairs:

The majority of formal occasions have fairly lax rules when it comes to the specifics of your tuxedo. Black Tie events are the traditional exceptions. The occasions include formal fundraisers, balls, Galas, New Year's Eve parties, or opening night at the opera, to name a few. Most Black Tie events require a black tuxedo (though midnight blue is also acceptable), white turndown shirt, shirt studs and cuff links, black cummerbund or waistcoat (low-stance vest), black trousers, and of course a black bow tie.

TUXEDO OR SUIT?

The primary physical difference between a tuxedo and a suit is the presence of satin. Typically tuxedos have satin facing on the lapels, buttons, pocket trim, and a satin side stripe down the leg of the trousers. Suits don't incorporate any satin and usually have synthetic or plastic buttons.

As for the accessories, tuxedos are traditionally worn with bow ties and a vest or cummerbund, while suits are traditionally worn with a long tie, alone or with a matching vest. That's not to say that you can't wear a bow tie with a suit or a long tie with a tuxedo. You can. It's just that the other way around is more common and traditional. Of course there are exceptions to every rule.



Now, regarding whether you should wear a suit or a tuxedo for your wedding, which has less to do with the physical differences and more to do with the different messages that a tuxedo and a suit send. Here are our thoughts:

This day belongs to you and your wife-to-be and the two of you can dress for it however you feel is appropriate. But the truth is, you can wear a nice suit to a wedding and feel very dapper and dressed up, but so can everyone else in attendance. Besides, you can wear that *same* suit to work and feel very well put together any other day of the year. For your wedding, you'll want to wear something that sets yourself and this day apart from the rest. That's where a tuxedo comes in.

The point of dressing up for your wedding isn't simply to look your best. That's a big part of it, but it's also to commemorate your marriage in an ensemble that's designed for that very purpose. Your wedding day is a special day and it deserves a special dress code.

A suit says that you're a very well put together, competent, dashing, and productive member of society. That's why they're great for the work place and less formal social functions. But a tuxedo says more than that. A tuxedo says "I have come to share this moment with you. I would look out of place anywhere but here. There's nowhere else I'd rather be."

Not to mention that, when done correctly, you'll never look better than you do in a well-made, nicely fit tuxedo, which you and yours will see in pictures for years to come.

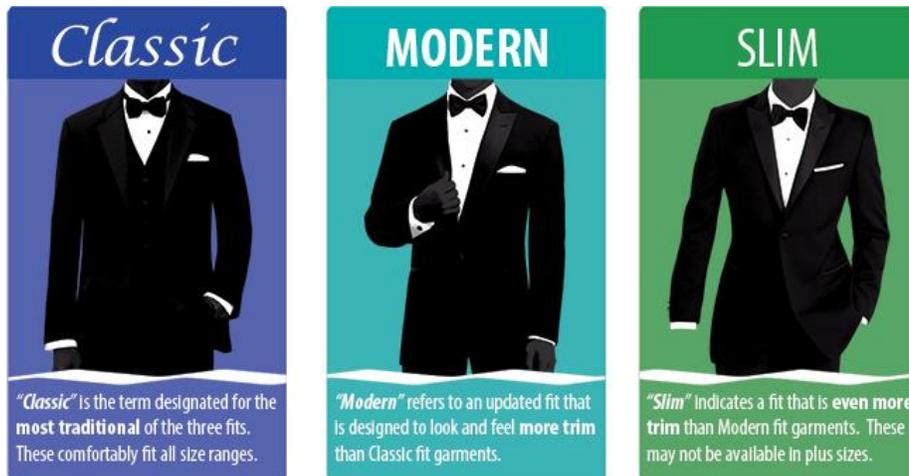
MEASURING MADE SIMPLE

MERCHANDISE OVERVIEW

Paul Morrell loves tuxedos, which is why we have so many different styles of them. From the basics, to fashion labels, we have something for everyone.

Fashion is a topic we love to discuss, but not one that everyone in the formal wear industry supports. Many tuxedo wholesalers specialize in the basics. If all your customer ever desires is a basic, possibly outdated fitting tuxedo, then almost any wholesaler can supply them. We carry excellent basic styles in new and updated fits and fabrics, which reflect our conservatively traditional formal taste. However, not all customers envision their wedding or formal event in a traditional way. By offering fashion-oriented tuxedos in all shades of grey, midnight blue, tan, and others, we are presenting you with another way you can help your customer dress the way he feels is appropriate for the event he is attending. Fashion is a fast growing aspect of the tuxedo rental industry. Just look at Facebook and Pinterest to see examples of ‘real’ weddings.

Fit has taken the rental industry by storm. If you are not yet aware of the new styles available to help accommodate your customers with a better fitting tuxedo, please review our blog on MyTuxedoCatalog.com. Slim and Modern fitting tuxedos are receiving tremendously positive reviews and pleasing a lot of grooms and their brides. Positive comments are also coming from individuals who have never enjoyed the tuxedo rental experience until recently, due to new fit standards. Whether your customers need Slim, Modern, or Classic fitting formalwear for their next rental, you have what they want available to you from Paul Morrell. Tuxedos are now offered in different fits: Classic, Modern, and Slim. Here’s a breakdown of the options.



Branding is a topic that many specialists may feel is not quite as important as it used to be. In every market there are people who simply want any black tuxedo because it’s the least expensive, or it’s all they’re familiar with. However, stores who promote well-known brand names like Allure Men, Michael Kors, Ike Behar and David Tutera, instill confidence in their customers so they will rent higher priced merchandise for higher margins and a better customer experience! These labels frequently offer better fabrics and fits and are immediately trusted by the general public. You don’t have to sell these labels, you just have to make sure your customers appreciate their value! All these brands and many more are available to you as a Paul Morrell Partner. Branding is truly beneficial to you and your customer.

MEASURING OVERVIEW

This measuring guideline will help you offer a better fitting tuxedo and offer a more comfortable formalwear experience for your customer. Please remember there are exceptions to all guidelines. This sizing guide together with your accuracy and experience will help your customer to achieve the best fit possible. Our customer service team is always just a phone call away to help answer any question or solve any problem that may arise.

“Do we need to measure differently depending on the type of fit (slim, modern & classic)?” This is a common question we often receive from our customers, and one we asked ourselves when modern fit styles became the norm and slim fit garments entered the rental industry a few years ago. The short answer thankfully, is no. However, to answer this question carefully for ourselves, we measured the coats chest, waist, length and shoulder width of our existing classic & modern coats as well as the new modern & slim fit coats. The results surprised us at first, but made sense. For the most part, and with few exceptions, slim, modern & classic coats all measured to be about the same within its respective size. In other words, a 40 regular classic coat measured out very similarly to the modern and slim fit coats. So you may be asking yourself what the difference is, because they certainly look & feel different. A slim coat is certainly more trim and refined than a classic coat, so what’s the deal?

Fortunately, manufacturers understood that if each fit measured differently, it would create a nightmare for retailers. To successfully market the slim and modern fit, manufactures changed certain details of the garment to achieve the stated type of fit. Read some of the examples below of how slim and modern fits were achieved.

- Higher, narrower arm holes
- Less bulky shoulder pads
- Tapered coat waist
- Shortened coat length
- Lighter, softer fabrics

As you can see, all these changes make a huge difference in how the garment would fit and feel, and without changing the overall dimension of the garment from fit to fit.

So, what will you need to measure your customers? Really, all you’ll need is a tape measure. When taking measurements be sure to pull the tape measure snug, especially if the customer is wearing loose fit clothing, but not uncomfortably tight. You will be focusing on 8 measuring points. **Chest, Overarm & Height** for the Coat size, **Waist, Hip & Outseam** for the Pant size, and the **Neck & Sleeve** for the Shirt Size. While there are other measurements you may elect to do, these are the most important and need to be accurate. If you’ve never taken these measurements before, we suggest practicing on a co-worker or friend.

COAT SIZING

Step #1: Measure the Chest

Wrap the tape measure around the chest at the widest part, under the arms, snugly but not too tight. Make sure that the tape measure is level all the way around and that the arms are relaxed, with the customer standing upright.

Step #2: Measure the Overarm

Same as Step #1, except that the tape measure goes around the widest part of the chest AND the arms. Typically this measurement is on average about 7-9" larger than the chest measurement.

Step #3: Determine the Coat Size

Take the chest measurement from Step #1 and the overarm measurement from Step #2, and locate the size options in the Coat Size Chart below. For example, if your customer has a 38" chest and a 45" overarm, you'll see they should be able to wear a size 38 or 39 coat. You should then consider their waist size and or weight, as well as their fit preference in determining whether to go with the 38 or 39. If your customer has an overarm measurement of 9" or greater from their chest measurement, then size them in the coat that accommodates their overarm.



**For tips on helping to determine coat sizes for Athletic & Portly body types, see Pg. 20*

Alternatively, you may find our guide (see next page) on Determining Coat Size by Body Type, to be a useful tool for you.

Coat Size Chart

Short Coats	Chest	Overarm	Waist	Hip	Height	Weight
34S	32-34	40-42	26-28	32-34	5'-5'8"	100-115
35S	33-35	41-43	27-29	33-35	5'-5'8"	105-125
36S	34-36	42-44	27-30	33-36	5'-5'8"	115-135
37S	35-37	43-45	28-31	34-37	5'-5'8"	125-145
38S	36-38	44-46	29-32	35-38	5'-5'8"	135-155
39S	37-39	45-47	30-33	36-39	5'-5'8"	145-165
40S	38-40	46-48	30-34	36-40	5'-5'8"	150-170
41S	39-41	47-49	31-35	37-41	5'-5'8"	155-175
42S	40-42	48-50	32-36	38-42	5'-5'8"	160-180
43S	41-43	49-51	33-37	39-43	5'-5'8"	170-190
44S	42-44	50-52	34-40	40-45	5'-5'8"	180-200
46S	44-46	52-54	36-42	42-47	5'-5'8"	190-215
48S	46-48	54-56	38-44	44-50	5'-5'8"	200-230
50S	48-50	56-58	40-47	46-53	5'-5'8"	210-250
52S	50-52	58-60	42-49	48-54	5'-5'8"	220-265
54S	52-54	60-62	44-51	50-56	5'-5'8"	230-280
56S	54-56	62-64	46-53	52-58	5'-5'8"	240-295

Regular Coats	Chest	Overarm	Waist	Hip	Height	Weight
34R	32-34	40-42	26-28	32-34	5'8"-6'	105-125
35R	33-35	41-43	27-29	33-35	5'8"-6'	115-135
36R	34-36	42-44	27-30	33-36	5'8"-6'	125-145
37R	35-37	43-45	28-31	34-37	5'8"-6'	130-150
38R	36-38	44-46	29-32	35-38	5'8"-6'	140-160
39R	37-39	45-47	30-33	36-39	5'8"-6'	150-170
40R	38-40	46-48	30-34	36-40	5'8"-6'	160-180
41R	39-41	47-49	31-35	37-41	5'8"-6'	170-190
42R	40-42	48-50	32-36	38-42	5'8"-6'	175-195
43R	41-43	49-51	33-37	39-43	5'8"-6'	185-205
44R	42-44	50-52	34-40	40-45	5'8"-6'	195-215
46R	44-46	52-54	36-42	42-47	5'8"-6'	205-225
48R	46-48	54-56	38-44	44-50	5'8"-6'	220-240
50R	48-50	56-58	40-47	46-53	5'8"-6'	240-260
52R	50-52	58-60	42-49	48-54	5'8"-6'	260-275
54R	52-54	60-62	44-51	50-56	5'8"-6'	275-290
56R	54-56	62-64	46-53	52-58	5'8"-6'	290-300
58R	56-58	64-66	48-55	54-60	5'8"-6'	300-310
60R	58-60	66-68	50-57	56-62	5'8"-6'	310-330
62R	60-62	68-70	52-59	58-64	5'8"-6'	320-340
64R	62-64	70-72	54-61	60-66	5'8"-6'	340-350
66R	64-66	72-74	56-63	62-68	5'8"-6'	350-370
68R	66-68	74-76	58-65	64-70	5'8"-6'	360-380
70R	68-70	76-78	60-67	66-72	5'8"-6'	370-400
72R	70-72	78-80	62-69	68-74	5'8"-6'	380-410
74R	72-74	80-82	64-71	70-76	5'8"-6'	390-430
76R	74-76	82-84	66-73	72-78	5'8"-6'	400-450

Long Coats	Chest	Overarm	Waist	Hip	Height	Weight
34L	32-34	40-42	26-28	32-34	6'-6'3"	115-135
35L	33-35	41-43	27-29	33-35	6'-6'3"	125-145
36L	34-36	42-44	27-30	33-36	6'-6'3"	135-155
37L	35-37	43-45	28-31	34-37	6'-6'3"	140-160
38L	36-38	44-46	29-32	35-38	6'-6'3"	150-175
39L	37-39	45-47	30-33	36-39	6'-6'3"	155-185
40L	38-40	46-48	30-34	36-40	6'-6'3"	160-185
41L	39-41	47-49	31-35	37-41	6'-6'3"	170-190
42L	40-42	48-50	32-36	38-42	6'-6'3"	175-200
43L	41-43	49-51	33-37	39-43	6'-6'3"	185-210
44L	42-44	50-52	34-40	40-45	6'-6'3"	200-225
46L	44-46	52-54	36-42	42-47	6'-6'3"	210-235
48L	46-48	54-56	38-44	44-50	6'-6'3"	220-245
50L	48-50	56-58	40-47	46-53	6'-6'3"	240-265
52L	50-52	58-60	42-49	48-54	6'-6'3"	250-275
54L	52-54	60-62	44-51	50-56	6'-6'3"	265-290
56L	54-56	62-64	46-53	52-58	6'-6'3"	280-305

58L	56-58	64-66	48-55	54-60	6'-6'3"	295-315
60L	58-60	66-68	50-57	56-62	6'-6'3"	305-330
62L	60-62	68-70	52-59	58-64	6'-6'3"	315-340
64L	62-64	70-72	54-61	60-66	6'-6'3"	325-350
66L	64-66	72-74	56-63	62-68	6'-6'3"	350-375
68L	66-68	74-76	58-65	64-70	6'-6'3"	360-390
70L	68-70	76-78	60-67	66-72	6'-6'3"	370-410
72L	70-72	78-80	62-69	68-74	6'-6'3"	380-420
74L	72-74	80-82	64-71	70-76	6'-6'3"	390-440
76L	74-76	82-84	66-73	72-78	6'-6'3"	400-460

X-Long Coats	Chest	Overarm	Waist	Hip	Height	Weight
38XL	36-38	44-46	29-32	35-38	>6'3"	155-180
39XL	37-39	45-47	30-33	36-39	>6'3"	160-185
40XL	38-40	46-48	30-34	36-40	>6'3"	165-190
41XL	39-41	47-49	31-35	37-41	>6'3"	170-195
42XL	40-42	48-50	32-36	38-42	>6'3"	180-205
43XL	41-43	49-51	33-37	39-43	>6'3"	190-215
44XL	42-44	50-52	34-40	40-45	>6'3"	200-230
46XL	44-46	52-54	36-42	42-47	>6'3"	215-240
48XL	46-48	54-56	38-44	44-50	>6'3"	230-270
50XL	48-50	56-58	40-47	46-53	>6'3"	240-290
52XL	50-52	58-60	42-49	48-54	>6'3"	250-300
54XL	52-54	60-62	44-51	50-56	>6'3"	265-310
56XL	54-56	62-64	46-53	52-58	>6'3"	280-325
58XL	56-58	64-66	48-55	54-60	>6'3"	295-335

*Please remember there are exceptions to all guidelines. This information is intended to provide estimates only.

*These coats are designed to accommodate a chest size larger than the waist size. If the waist is bigger than the chest, the coat may not button.

Step #4: Determine the Coat Length

Follow the chart below. Add the length to the end of the number from Step #3 and you've got your coat size!

Coat Length Chart

Coat Size	Short (S)	Regular (R)	Long (L)	X-Long (XL)
Height	5'5" - 5'8"	5'8" - 6'	6' - 6'3"	6'3" - 6'4"

Standard Coat In-Sleeve Lengths

Short	Regular	Long	X-Long
16.5"	17"	18"	19"

Determining Coat Size

Based on Chest Measurement & Body Type

(This tool is intended to give a general idea of the average coat size variance from the chest measurement within a specific body type. Other measurements may be needed to properly fit your customer.)

Body Type –

Skinny

Average

Athletic

Portly



Description –

- Thin Build
- Narrow Hips
- Small Waist
- Flat Chest/Belly

- Average Build
- Proportional
- Avg Waist/Belly

- Muscular
- Broad Shoulders
- Tapered Waist
- Muscular Arms

- Round Build
- Broad Shoulders
- Larger Waistline
- Larger Belly

Coat Size –
(0 = Chest Measurement)

0

0/+1

+1

+2

Coat Sizes increase by 1 size from 34 to size 44, then increase by 2 sizes. Example: Size 41, 42, 43, 44, 46, 48, 50

Flags –

- Pot Belly
- Waist Larger than Chest*
- Muscular Arms
- Overarm is 10" or more from chest

- Pot Belly
- Waist Larger than Chest*
- Muscular Arms
- Overarm is 10" or more from chest

- Waist Larger than Chest*
- Extra Muscular Arms
- Overarm is 11" or more from chest

- Waist Larger than Chest*
- Overarm is 11" or more from chest

If any of these Red Flags are true for your customer, you may need to add at least 1 Size to the coat size determined above.

*These coats are designed to accommodate a chest size larger than the waist size. If the waist or belly is larger than the chest or coat size, you may need to size up, otherwise the coat may not button.

Coat Length –

Short – 5'5" – 5'8"

Regular – 5'8" – 6'

Long – 6' – 6'3"

X Long – 6'4" & Up

TROUSER SIZING

Step #1: Measure the Waist & Hip

Wrap the tape measure around the Waist at the level they plan to wear the trousers. Formal trousers are meant to be worn at the level of the navel, however not everyone wears them that way. Most trousers have adjustable waist bands, so just select the size that encompasses your waist size. Alternatively, if your customer is confident in what size pant they wear, you may just choose to order that size.

To measure the Hip, wrap the measuring tape around the widest part of the hip. The tape should be snug but not pulled too tight. By subtracting 8” off the hip size, you can determine the smallest waist size your customer can wear. You may also use the chart below to determine whether or not a particular pant size will accommodate the hip measurement from your customer, while taking in to consideration the fit of the pant.

This measurement is particularly important when measuring an athletic body type, as they can have a more tapered waistline with wider hips.



Step #2: Measure the Outseam

With their shoes off, start the tape measure at the top of the outer trouser seam where they specify they’ll be wearing their trousers, and measure down to the floor. This should provide at least a ‘full break’* in the trouser. To achieve a ‘half break’ to ‘no break’, you will want to subtract 1-2” from the floor. Be sure to ask your customer their preference. If you’d prefer, you can also take the inseam measurement, which is the seam on the inside of the trouser leg, normally about 8-10” shorter than the outseam.

*‘Break’ is the amount of trouser that bunches around the ankle. The length of your trouser legs determines how pronounced the break is. See example below:



Step #3 (Optional): Measure a Thigh

It may be necessary to get a Thigh measurement if your customer is requesting a modern or slim fit pant. Slim fit pants may be up to 3” smaller in the thighs than traditional trousers.

Trousers Waist Sizes

27-28-29	39-40-41	51-52-53	63-64-65
30-31-32	42-43-44	54-55-56	66-67-68
33-34-35	45-46-47	57-58-59	69-70-71
36-37-38	48-49-50	60-61-62	72-73-74

*All of our formal trousers have adjustable waists to insure the best possible fit. Please review the table above.

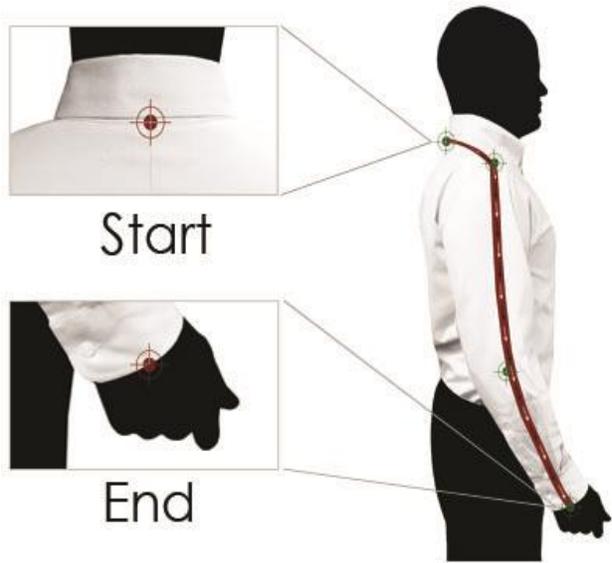
Waist	Hip	Thigh
	Slim ← Classic	Slim ← Classic
27-28-29	33” – 35”	24” – 27”
30-31-32	36” – 38”	25” – 28”
33-34-35	39” – 41”	27” – 29”
36-37-38	42” – 44”	28” – 30”
39-40-41	45” – 47”	30” – 31”
42-43-44	48” – 50”	32” – 33”
45-46-47	51” – 53”	33” – 34”
48-49-50	54” – 56”	35” – 36”
51-52-53	57” – 59”	37” – 38”
54-55-56	60” – 62”	38” – 40”
57-58-59	63” – 65”	39” – 41”
60-61-62	66” – 68”	40” – 42”
63-64-65	69” – 71”	42” – 44”
66-67-68	72” – 74”	

* Hip & Thigh measurements above represent the approximate range a pant may accommodate based on the fit of the pant, & may not be exact.

SHIRT SIZING

Step #1: Measure the Neck

Shirt sizes are simply comprised of the neck and sleeve measurements. To measure the neck, wrap the tape measure around the neck, making sure you leave enough space for placing 2 fingers behind the tape for breathing room.



Step #2: Measure the Sleeve Length

With the coat off and arm slightly bent, start the tape measure at the base of the back of the neck, measure over the shoulder, and down the length of your arm to where you want the sleeve to stop. We recommend about 1" past the wrist bone.

Men's Classic	XS	S	M	L	XL	2XL	3XL	4XL	5XL	6XL
Neck	13-13.5	14-14.5	15-15.5	16-16.5	17.17.5	18-18.5	19-20	20.5-22	22.5-24	24.5-26
Chest	31-35	33-39	39-43	43-46	46-49	49-52	52-55	55-58	58-61	61-64
Waist	28-30	29-33	32-36	35-39	38-43	42-48	47-53	52-58	57-63	62-68

Men's Fitted	XS	S	M	L	XL	2XL	3XL
Neck	13-13.5	14-14.5	15-15.5	16-16.5	17.17.5	18-18.5	19-20
Chest	29-33	31-37	37-41	41-44	44-47	44-47	47-50
Waist	26-28	27-31	30-34	33-37	36-41	40-46	45-51

Sleeve Length

Size	Length
1	30/31
3	32/33
5	34/35
7	36/37
9	38/39

Sleeve Length by Height

Height	5'-5'8	5'8-6'	6'-6'3	> 6'3
Sleeve	<33	33-34	35-36	>36

Example: Neck Size – 18”, Sleeve Length – 35” / Shirt Size = **2XL5**

Example: Neck Size – 15”, Sleeve Length – 33” / Shirt Size = **M3**

VEST SIZING

Step #1: Determine Height, Chest & Waist

From the previous steps, write down their Height, Chest & Waist sizes. Once you have these 3 sizes, use the chart below. If you measurements fall between sizes, we recommend putting them in the larger size.

Fullback Vest Sizing Chart

Height	Chest	Waist	Vest Size
5' – 5'11	34 – 38	27 – 31	Small
5' – 5'11	39 – 42	32 – 35	Medium
6'1 or Taller	39 – 42	32 – 35	Medium Long
5' – 5'11	43 – 46	36 – 39	Large
6'1 or Taller	43 – 46	36 – 39	Large Long
5'6 or Taller	47 – 50	40 – 43	Extra Large
6'1 or Taller	47 – 50	40 – 43	Extra Large Long
5'6 or Taller	50 – 54	44 – 50	2XL
5'6 or Taller	54 – 58	51 – 56	3XL
5'6 or Taller	58 – 62	57 – 61	4XL
5'6 or Taller	58 or Larger	62 or Larger	5XL (backless)
* Even in fullback vest styles, some sizes may only be available in backless. Often 4XL & 5XL sizes are backless. * The 'Long' version of vests may not be available in all styles.			

BOYS SIZING

In the same way you would for your older customers, it's equally important to get some information about your little customers. First ask them or the parent for the boy's age, height, and weight. These 3 things alone can help you as well as our customer service reps get an idea of their size. Secondly, measure them just as you normally would, and use the below chart as a guide.

Boys Sizing Chart

Age/Coat Size	Height	Weight	Chest	Sleeve	Waist	Inseam	Outseam
3	35-37"	30-34 lbs.	23"	20.5"	19"	14"	22"
4	38-40"	35-39 lbs.	24"	21.5"	20"	15"	23"
5	41-43"	40-44 lbs.	24.5"	21"	21"	16.5"	24"
6	44-46"	45-49 lbs.	25"	22"	22"	18"	25.5"
7	47-48"	50-54 lbs.	26"	23"	23"	19.5"	27"
8	49-50"	55-60 lbs.	26.5"	23.5"	23.5"	21"	29"
9	51-52"	58-63 lbs.	27.5"	24.5"	24"	22.5"	31"
10	53-55"	64-76 lbs.	28"	25.5"	24.5"	23.5"	33"
12	54-57"	77-89 lbs.	30"	27.5"	25.5"	26"	35"
14	58-62"	90-103 lbs.	31.5"	29.5"	26.5"	28.5"	37"
16	63-65"	104-115 lbs.	33"	30"	28"	29.5"	39"
18	66-67"	116-130 lbs.	35"	31"	29"	30.5"	40.5"

*Please remember there are exceptions to all guidelines. This information is intended to provide estimates only.

Boys Shirts				Boys Vests		Boys Shoes			Trousler Sizes	
Size	Neck	Sleeve	Coat	Vest Size	Coat Size	8	12	3	18-19	24-25
BXS	10-10.5"	19"	3-5	BS	3-8	9	13	4	20-21	26-27
BS	11-11.5"	22"	6-8	BM	9-12	10	1	5	22-23	28-29
BM	12-12.5"	26.5"	10-12	BL	14-18	11	2	6		
BL	13-13.5"	29"	14-16	*All Boys Vests are Backless						

ATHLETIC & PORTLY

The Athletic body type can be rather difficult to fit because of the difference in proportions between the area above the waist to below the neck, and the area below the waist. Men who fall into this category are generally larger and more muscular above the waist and taper off from the waist down. It is important to pay special attention to your overarm and hip measurements. Because of their natural 'V' shape, you may need to size up from their chest to accommodate their muscular arms and shoulders which means they may have some excess coat material in the stomach area.

The Portly body type can also prove to be more difficult to size the coat correctly. It may be a good idea to take an extra measurement around the belly area (where the coat will button) to ensure that the coat will button properly. If their belly measurement exceeds the coat size, you may need to order a coat size up so they will be able to button the coat. Keep in mind this may mean their coat may be a bit too large in the shoulder area. If they don't plan on buttoning the coat, you can size them more appropriately in the shoulder area.

BEST PRACTICES

- Improve upon your mistakes. If you find yourself consistently having to order corrections for only pants, or coats, or shirts or whatever it may be, take a moment and review how you're measuring and adjust to insure fewer mistakes. Everyone measures in their own way, and no two ways are the same. For further assistance or advice on measuring properly, please call our customer service department.

THE RENTAL PROCESS

TIMEFRAMES

How far in advance should a groom come to your store to pick out their tuxedo? What about prom kids, or those going to their annual winter formal? Well, the perfect answer, as you may have guessed, is as soon as possible.

It is likely that you'll have some who come in months in advance of their event, get measured, and ask you for **advice*** about what styles are currently popular. They'll make a selection, give you a high five, walk out of your store and you won't see them again until the day of their fitting. You love these customers and they love you.

***Tip**

To see what's trending,
visit our blog at
MyTuxedocatalog.com/blog/

During the busiest months of April, May & June, known in the industry as 'Prom Season', you'll likely be introduced to another kind of customer. This customer waits until the last minute to come in to your store, and more than likely brought all his friends with him. Welcome to Prom Season! Fortunately, there is no time frame requirement when ordering with Paul Morrell. You can order up to the day before an event for all those last minute walk-ins. However, keep in mind that your customers may not get their 1st choice. Inventory availability is determined on a first come, first served basis. Also, early orders *may* qualify for Free Shipping. It would be wise to also have them pick a 2nd or even a 3rd choice as backup. Also keep in mind that you will be responsible for the freight charges for orders not placed in time to qualify for free shipping. Please see our Shipping Policy for details.

DOWN PAYMENT

It is recommended that you require a down payment from your customers at the time of booking. \$40 is reasonable, and would cover most of the lost cost for orders that are cancelled at the last minute. Excluding the months of April through September, if you cancel an order with PM after it has shipped, you will be charged 50% of the order plus the freight. From April through September, there is no credit given after shipment.

ACCIDENTAL DAMAGE WAIVER

The Accidental Damage Waiver (ADW) is included on all PM orders that include a coat. There is NO extra fee to you as a wholesale account. We recommend that you charge your customer \$5.00 - \$10.00 as this is normal in the formalwear industry. Orders not including a coat such as for a vest and tie, or trouser only are not covered by the ADW. This is the industry standard.

You are responsible for all lost, stolen or intentionally damaged merchandise and therefore should hold the customer responsible by checking all rentals in and out properly. Lost and damaged items will be billed to your account. These items are not covered by our included ADW policy.

CUSTOMER PICK UP & RETURN

Pick Up: When you place your orders with Paul Morrell, you will select an in-store date for when you would like your merchandise to arrive at your store. This is the day that PM guarantees your orders to be in by. Depending on when your orders are placed, your shipping preferences, and the time of the year, your orders may often arrive before this in-store date. This would be the day you can inform your customer to come in for their fitting. If your orders arrive before this day, you may call to let them know they may come in sooner. When your orders arrive, it is always a good idea to do a quick inspection. Make sure you received everything you expected to receive. While PM does several thorough quality inspections, mistakes can be made, and boxed merchandise can shift. It is good practice to keep a Low Temperature Iron with a Teflon Shield or Press Cloth to get out wrinkles in ties, pocket squares, coats & pants. **Warning: Do Not use a traditional iron directly on any wool or wool blend coat or satin, as this may cause damage to the garment.** Before your customers leave, make sure they know to return their tuxedo on the first business day following the event. It is recommended that you have a late return policy in place to prevent additional rental charges.

Return: When your customer returns their tuxedo to your store, it's very important to take inventory of what you should be receiving back. We recommend using the shipping manifest that's included in every box to check off each item as it's returned. You should also do a visual inspection for any damages and take note of them. Intentional damages, or damages not covered by the Accidental Damage Waiver, will be your responsibility to collect from the customer.

PLACING YOUR ORDERS

BY PHONE

Placing a rental or sale order by phone is easy and convenient, and can be done in a few simple steps. If you have questions about sizing or need assistance sizing your customers using your measurements, placing your orders by phone is recommended. Follow our simple steps below.

1. Have your **Account #** ready, as this will be the 1st thing we ask for.
2. Next, you'll be asked for the following:
 - a. **Event Name** (if you choose to group your tickets as an Event)
 - b. **Date of Use** (when they're wearing it)
 - c. **Customers Name**
 - d. **Occasion** (Wedding, Prom, Single, Fashion Show, Try-on etc...)
 - e. **Is the order for a Rental, Sale or Exchange**
 - f. **Preferred In Store Date**

Next, you'll be asked for the Style #'s & Sizes

3. **Coat Style #**
4. **Coat Size**
5. **Pant Style #**
6. **Pant Size** (waist size & either the outseam or inseam)
7. **Shirt Style #**
8. **Shirt Size** (neck size & sleeve length)
9. **Vest Style #**
10. **Vest Size**
11. **Tie Style #**
12. **Tie Size** (men's or boys)
13. **Pocket Square Style #**
14. **Shoe Style #**
15. **Shoe Size**

National Toll Free:

1-800-643-8345

Local:

501-374-8256

Direct Fax:

501-374-7564

Monday – Friday:

9:00AM – 6:30PM CST

Saturday:

9:00AM – 4:00PM CST

Sunday:

Closed

Once your orders are keyed, you will receive an email confirmation. You will also receive a shipping confirmation the day your orders are shipped. Phone orders may be recorded for order verification purposes.

PAULMORRELLONLINE.COM

In an effort to accommodate your formal needs, your schedule, and your wallet, we have established a powerful online resource that gives you, our wholesale partner, control over your account. With PM Online, you can place orders for rental merchandise online, anywhere, at any time. Your order will be booked in real time with no delays. Besides the obvious conveniences this affords, PM Online also offers a wide range of account management tools and services that put you behind the wheel. With your PM Online account, you will be able to:

- Place real time orders online 24/7 and **Save 5%** on every rental order
- Receive a detailed Order Confirmation within an hour of placing your order
- View all future orders (placed online or by phone)
- Check style availability for future dates

- View your account statement
- Pay on your account
- Manage your Credit Cards on file securely
- Place orders for multiple store locations
- Set up ‘Event Based’ controls for placing and organizing your orders
- Arrange drop shipments
- Receive shipment confirmation emails with tracking information
- PM Online is available in Spanish!

Our Spring release of PM Online will include an all new interface, the ability to make payments, a Sizing Configurator and more features & functionality. Now everyone can take advantage of online order placement. To set up your account to use PM Online, please call or email us today. To learn more about PM Online, and to view some short videos on using PM Online please click [here](#), or visit the PM Accounts page.

FAX

Orders can also be submitted by Fax & email. 24/7. Fax Orders are entered in to our system when our customer service representatives are not occupied on other phone calls. Because of this, we do not recommend time sensitive fax orders during busy seasons, as they may be delayed and not given first choice of available merchandise. If submitted during closed hours, tickets will be keyed on the following business day. Fax order forms can be found [here](#) or by visiting PaulMorrell.com and visiting the Resources page. Once your orders are keyed, you will receive an email confirmation. You will also receive a shipping confirmation the day your orders are shipped.

Direct Fax:
501-374-7564

Email:
info@paulmorrell.com

CORRECTIONS

No matter if you're brand new to Tuxedo rentals, or if you've been doing them for years as a specialist, everyone will run in to issues with their orders on occasion. If you're just getting started in the business, know that while there is a learning curve, we have the resources and experience to help minimize those pesky, inevitable issues. In the meantime, when you run into a problem, don't worry! The customer service representatives here at Paul Morrell are here to help make sure everything gets resolved as quickly as possible. You are never charged for the correction, however if you were at fault, you will be responsible for the freight. Likewise, if we made a mistake, we will do everything we can to make sure you get the correction as soon as possible & on time.

CANCELATIONS & CREDITS

Credit will not be issued after shipment has been made during the months of April through September. During all other months cancellations will be accepted if received before noon on the Wednesday before the week of use. If the outfit is cancelled after shipment the account will be charged a processing fee of 50% plus freight, and credit for the balance will be issued when the unit is returned promptly, clean and unused. No credit is issued on unused “accessory only” or orders not including a coat, after shipment. All requests for credit must be made within 7 days of the original date of use. A credit memo will not be issued, but the credit will appear on your statement. New and Used sale items returned to PM will be charged a restocking fee of 20% and must be returned within 10 working days of the invoice date. Paul Morrell will not credit or reimburse accounts or customers for any amount above the invoice cost of a rental or sale product due to problems caused by the lateness or inaccuracies of the rental or sale product. We do not assume any responsibility for lost mark-up as a result of any condition, occurrence, or negligence of Paul Morrell.

SEASONAL INFORMATION

Prom Season (April–June) – First and second choices are requested due to the heavy demand of the season. All orders are processed in order of receipt, so order as early as possible. Accessory items not returned with the outfit during prom season will be billed at the following prices: Pocket Square \$10 / Tie \$15 / Cumberbund \$20.00 / Vest \$55.00. Coats and Trousers will be billed according to their style and cost. Should the customer desire to purchase any of these items after Prom Season, contact us for our regular sale prices. Try-On and Fashion Show merchandise is billed at full wholesale rental prices during prom season.

Accessory changes during April-June that are made after the order has been printed or shipped are an additional charge, not a correction.

Peak Season (April through September) – Units ordered for early in-store days of Monday, Tuesday or Wednesday will be charged 1 ½ rentals plus shipping costs.

OTHER REQUESTS

Fashion Shows – Orders for fashion shows are billed at 50% for up to three outfits during all months but April and May when they are a full rental charge.

Try-On Merchandise is billed at 50% + shipping costs for all months excluding April – June, when they are billed at full wholesale pricing. PM has a zero tolerance policy concerning abuse of Try-On merchandise pricing at wholesale. Try-On merchandise is not to be used for a paid rental in any way or at any time without contacting PM. All Try-On merchandise must be returned promptly in clean and unused condition or the full wholesale rental price will be billed.

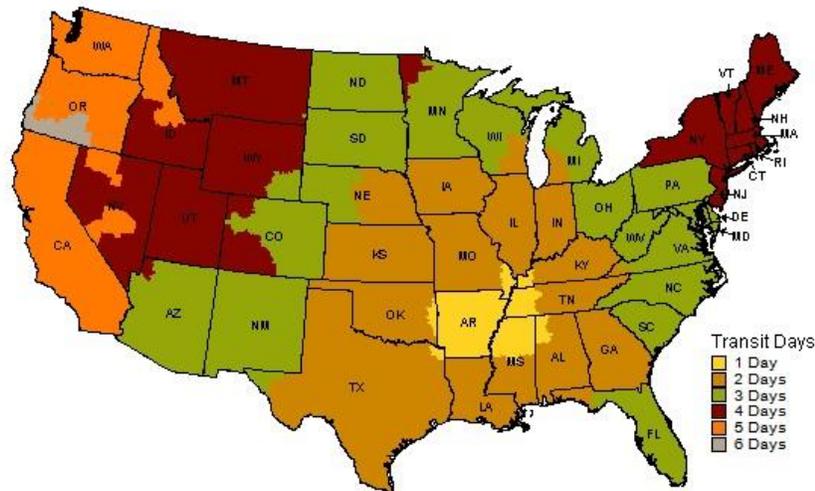
Brochures, Catalogs and 2' x 6' indoor/outdoor Banners are available to help you build your business. Please contact Customer Service or visit us online.

Marketing kits, including a new tuxedo, mannequin, size run for try on purposes, and additional materials are available at a subsidized cost. Visit PaulMorrell.com and click on Marketing Materials for additional information.

SHIPPING & RETURNS

SHIPPING POLICY HIGHLIGHTS

- Paul Morrell pays the shipping charges on Outbound and Return (Inbound) freight for orders that meet certain requirements. See the Shipping Costs section below for further information.
- The minimum shipping charge for orders under \$100.00 is \$10.00.
- Drop Shipments are charged all shipping costs, plus a \$6.00 fee per address, per week of use.
- PM pays shipping costs for corrections due to our error. You pay the shipping costs due to yours.
- Sale orders are always charged all shipping costs.
- All returns must be in transit back to PM by the Wednesday following use.



Shipping Costs for Outbound and Return (Inbound) Shipments:

A. Accounts in Transit Days 1, 2, & 3 (see map above) ordering more than \$100 in rental merchandise by midnight **Saturday** before the week of use will receive FREE outbound and return shipping via UPS Ground Service, unless you specifically request orders to be in-store by Wednesday or earlier. UPS Return Service Labels (RS label) will be provided with each shipment meeting these requirements. As a courtesy, accounts not meeting the \$100 minimum will receive a pre-paid UPS RS label which will be billed to their account to expedite return shipping, unless requested otherwise. Late returns are costly.

B. Accounts in Transit Days 4, 5 & 6 (see map above) ordering more than \$100 in rental merchandise by midnight **Wednesday** before the week of use will receive FREE outbound and return shipping via UPS Ground Service for those orders, unless you specifically request orders to be in-store by Wednesday or earlier. Outbound shipping costs for orders placed after midnight Wednesday, but by the Saturday of the week before use, will be charged to the account if they cannot be consolidated into an existing UPS Ground Shipment. The account will still receive free return shipping by UPS Return Service Label if the Wednesday \$100 minimum was met. As a courtesy, accounts not meeting the \$100 minimum will receive a pre-paid UPS RS label which will be billed to their account to expedite return shipping, unless requested otherwise. Late returns are costly.

SHIPPING FEE'S & COSTS

With a UPS CALL tag, Paul Morrell arranges for UPS to come to your store to pick up the merchandise. Keep in mind that there will be a \$10 fee per box charged to your account as required by UPS.

When you use the UPS RS tag, we will send the return label with your merchandise and you are responsible for getting the box to an authorized UPS location or driver. There is no additional cost other than the freight charge, for using an RS tag.

If you place orders in the same week of use, you will be responsible for the freight. We will ship the order in a cost effective manner to help keep the freight cost down. If you request next day air delivery, then you will be paying the high freight cost. Try placing your order at least one or two weeks in advance. If your customer

places an order the same week of use, you may want to charge them extra for expedited freight costs so you will not lose your profit on freight charges.

RECEIVING YOUR SHIPMENTS

Selection, Quality, and Service has long been our forte. Ensuring the proper care of our formalwear so that it arrives in picture-perfect condition and ready to wear is something we take very seriously. From the moment your tickets print, we continually check and double checking your weeks merchandise for any imperfections. We inspect each garment as it is pulled from inventory, again when the pieces come together as a unit and a third time as we box it up. Speaking of boxes, all orders are placed in new boxes helping to insure the greatest amount of protection. We also use bubble wrap to fill the empty spaces in the box so that merchandise does not get shuffled around during shipment. Even with all this attention to detail, we may occasionally miss something.

It is important for you to do a quick inspection once your orders arrive. Make sure everything for each order is included, and that all sizes are what you ordered. Inspect each garment for the following:

- Coat & Shirt – Are there any missing or loose buttons on the coat & shirt? Shirt jewelry included?
- Trouser – Does the adjustable waist mechanism work properly?
- Vest & Tie – Are there missing or loose buttons? Check the clasp on the back of the vest & tie.
- Shoes – Are the shoes clean and crisp?

ALTERATIONS

No Permanent alterations may be made to any Paul Morrell rental merchandise. This includes the use of any bonding products that stick two pieces of material together. These products cannot be completely removed and you will be billed for the merchandise.

PM will perform coat sleeve alterations for \$4 per coat.

You may temporarily move and replace buttons, or alter sleeve and trouser lengths by hand or blind stitch. No fabric may be removed or cut.

Alterations that cause any permanent damage to fabric or construction will result in you being charged to replace them. If you are not sure about making an alteration, please call our customer service department first.

RETURNS

All Returns are to be in transit back to PM by the Wednesday following the week of use. In order to insure fast delivery of merchandise to all our accounts, it is extremely important that merchandise be shipped back to us as soon as possible, especially during prom/peak season. To help expedite the process, we include a prepaid UPS RS label in the lid of each box unless you selected a different method of returning merchandise. Simply remove the RS label and stick it to the outside of the box on top of the original tag and let UPS do the rest.

If you prefer a UPS Call Tag, rather than an RS Label, UPS will attempt to pick up your box no more than 3 times. Keep in mind that because UPS will make a special trip to pick up your shipment, they will charge you an additional \$10 per box for the call tag service.

All shipping charges for return shipments Not in Transit to PM by midnight on the Wednesday following use are the responsibility of the account. If a Paul Morrell issued UPS RS Label or Call Tag is used after midnight on Wednesday, the shipping charges will be charged to your account.

REFUNDS

- Service fees for unused or refused 3 UPS Pickup Attempts (Call Tags) cannot be credited.
- Cancellation requests for Call Tags must be made by Friday at 2pm the week before use.
- Unused RS Labels which were billed to you must be returned to the PM Shipping Manager for credit.
- Shipping charges for shipments delayed due to nature or natural disasters will not be credited.
- Return costs on refused boxes will be charged to your account unless there is a “due to service” failure on the part of UPS.

ACCOUNTING/BILLING

PAYMENT TERMS

We accept Visa, MasterCard, Discover and American Express. New accounts are set-up as either COD Cash, COD Check, or Credit Card. If the credit card on file is declined for any reason, we will send your merchandise COD cash, which requires either a money order, or cashier’s check. **Please let us know if you are issued a new or replacement credit card to prevent any issues of timeliness in getting your orders shipped to you.**

Our credit terms are NET 30 End of Month. At the bottom of each invoice, it states “Net Due By” and a specific date. The balance is due by this day to avoid interest charges. All accounts 60 days past due will be placed on COD or Credit Card until the account is current.

RE-BILLS & LATE CHARGES

After you have been billed for three rebills and the merchandise has not been returned, we will credit you the rebills and invoice you the cost to replace the merchandise.

ACCIDENTAL & INTENTIONAL DAMAGES

You are responsible for all lost, stolen or intentionally damaged merchandise and therefore should hold the customer responsible by checking all rentals in and out properly. Lost and damaged items will be billed to your account. These items are not covered by our included ADW policy.

INVOICES

Our credit terms are NET 30 End of Month, and are subject to being pre-approved by our credit department. Every shipment includes a yellow invoice in the box. At the bottom of each invoice, it states “Net Due By” and a specific date. The balance is due by this day to avoid interest charges. All accounts 60 days past due will be placed on COD or Credit Card until the account is current. If you pay by Credit Card or COD, you’ll still receive an invoice, but can disregard the “Net Due By” date.

You can also access and view your invoices via PMOnline.com. Not only can you access your invoices, you can also Place Orders (and receive a 5% discount), Edit Orders, make payments, and much more.

STATEMENTS

Statements are mailed out the week following the last Saturday of the month, and are only mailed to those who have a balance on their account. Those who pay by Net 30 EOM can expect to receive a statement, assuming you have placed at least one order that month.

INACTIVE ACCOUNT

It is our policy to close your account if it has been inactive for more than 18 months. If you would like to continue to place orders after that period of inactivity, you’ll need to complete a few pieces of paperwork to re-open your account.

MARKETING MATERIALS

MARKETING TOOLS AVAILABLE TO YOU

From tape measures to mannequins, we have the tools and supplies to help you get your tuxedo needs met. Below are some of the marketing tools available to you:

- Catalogs
- Brochures
- Posters
- Banners – These banners are 2' X 6' and made from 13 mil vinyl for outdoors durability. They have 6 metal grommets to hang the banner outside your business. Customized banners are also available.
- Mannequin Outfits
- Slim Fit Try-On coats from FCGI are subsidized by PM. Contact Customer Service for pricing. These coats are finished on the outside only, and are made only to assist with sizing Slim Fit merchandise. They are available in all men’s and boys chest sizes, and feature colored threads on the sleeve to illustrate the difference between Shorts, Regulars, Longs and X-Longs. They also have a patch with a

size on the outside of the arm so the sizes are visible when they are hung in a row. Visit <http://www.paulmorrell.com/pm-accounts/try-on-coat-program/> for more details.

- Paul Morrell is proud to introduce a Floor Sample Program that allows any store owner the opportunity to purchase brand new, highly subsidized premium tuxedos through Paul Morrell. Accounts who wish to participate in the Sample Program must be actively placing rental orders and in good standing. Best of all, you own it! Several of the latest & greatest styles available from Allure Men, and Ike Behar. Visit www.paulmorrell.com/pm-accounts/floor-sample-program/ for more details.
- Marketing Kits
- Tuxedo Rental Window Clings
- Order Forms

See these & more at www.PaulMorrell.com/pm-accounts

www.PaulMorrell.com | www.MyTuxedoCatalog.com

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