

ORDERING INFORMATION

We've made ordering easy! Just follow this process to be assured your order is complete.

JACKETS

1. Select the jacket style number.
2. Select the body color number.
3. Select shoulder insert color (if applicable). When ordering shoulder insert, first color is one closest to the neck.
4. Select sleeve color number. Premium leathers carry an additional charge.
5. Select pocket trim color number. Otherwise, pocket color will automatically match sleeve color. On a solid color wool jacket, if a pocket number is given, pocket welt will be naugahyde. On a contrasting wool sleeve jacket, pocket welts may contrast or match the body in wool only.
6. Select one knit trim pattern number for collar, cuffs and waistband. Optional self-material cuff, extra. Outside cuff matches sleeve, inside of cuff matches jacket body.
7. Select knit trim colors in order – first color is always closest to body of the jacket.
8. Snap closure is standard, if selected specify color. Heavy gauge Delrin zipper is available, extra. Specify option Z.
9. Snaps may be reversed for women at no extra charge. Specify option R.
10. Select collar style number.
11. For #1 and #3 Sailor, #2 Zip Divided Hood, and #4 Two Color Byron collars only, select color number for up side and down side.
12. For #1 and #3 Sailor and #2 Zip Divided Hood collars only, select braid pattern if desired (available in patterns 7 and S only).
13. Select braid color(s) for #1 and #3 Sailor and #2 Zip Divided Hood (if applicable).
14. Select waistband insert option. Insert color.
15. Indicate the quantity of each size. See size chart on page 16.
16. List total quantity of jackets ordered.
17. DeLong will sew on emblems if furnished. Send your emblems directly to Grinnell. Upon receipt of the emblems, we will enter your order. There is a sew-on charge for this service.

BLANKETS

1. Select the style number.
2. Select the blanket color.
3. Select the binding color.
4. List total quantity blankets ordered.
5. DeLong will sew on emblems if furnished. Send your emblems directly to Grinnell. Upon receipt of the emblems, we will enter your order. There is a sew-on charge for this service.

SPECIAL SERVICES

Throughout the year, DeLONG receives many requests for special services, custom tailoring, or special handling of Award jackets from our customers. While some of these requests are beyond our ability to deliver, we do often find that we can accommodate certain changes outside normal styling and sizing during most of the year. We are pleased to offer these to you, our valued customers, when we can.

Those requests that we can accommodate are:

- Custom tailoring jacket bodies up to 2" shorter than standard for the ordered size.
- Custom tailoring jacket sleeves up to 4" shorter than standard for the ordered size.
- Contrasting left and right sleeves in all fabrics.
- Contrasting left and right pocket welts.
- Contrasting upper and lower pocket welts.

There is a nominal charge for each of the listed items. Ask your DeLONG sales representative for more information. Finally, none of the special services listed here are available during the peak months of November and December, so that we can serve you and your customers efficiently and promptly.

“RUSH” ORDERS

We sometimes get requests to “RUSH” an order. Circumventing our usual production planning and control is a costly and time consuming procedure, but there are occasions when we can accommodate this type of request. Rush orders may be able to be shipped in 7 business days, when circumstances permit. This service, when available, will require a 25% up-charge. This service is not available during peak months of November or December. Your customer service representative will be able to tell you if this service is available at any given time.

PRODUCTION SCHEDULE

Award jackets begin their production cycle each Monday at 4:30 p.m. Central time. Orders received prior to the cutoff (faxed orders must be received by 3:00 p.m. central Time) will be entered in to that week's production cycle. We do not require that orders be placed on the day of a cutoff. However, after the 4:30 p.m. cutoff, the order you place will go in to the next week's work-in-process. Please contact your regional sales manager or call us directly at the home office (641) 236-3106.