

# DEALER GUIDELINE

## HOW TO ORDER CUSTOMIZED GARMENTS

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# 1/

## **INCOMING ORDERS.**

Provide customers with some basic techno- details such as the following: the difference between suits and matching outfits made of jackets and pants, the comfort and safety of a leather suit and so on. Recommend the most suitable garment according to the kind of bike they ride and point out that leather suits are supposed to be customized and tailored.

A tailored leather garment is more comfortable and safer than a standard one in case of accident. Protection pads fit the body perfectly and don't move. Convince them they are not necessarily supposed to pick a standard garment. Leather suits are high performance, long lasting, technogarments and are not designed to be "normal" and/or seasonal items of clothing.

Our company also has an efficient after sales service dealing with all requests and repairs.

**TAILORED GARMENTS:** suits are manufactured on the basis of the customer's body measures in order to be more comfortable and safe and for the protection pads to be located in the right positions. For special cases, such as oversize customers, both males and females, garments shall also be tried on.

# 2/

## **2.A MEASUREMENTS.**

### **STANDARD SIZED TRY-ON AND TAKING MEASUREMENTS.**

Communicating the right measures of the customer's body means first of all making them try on a standard size of the chosen model according to the procedure detailed in Annex 2.

Standard sizes try-on procedures shall lead to all differences between the sample garment and the customer's body and thanks to the help of the Dealer such differences will be communicated to the company through the notes to the order. Such easy procedure shall allow the dealer to be more effective in convincing the customer to buy the products and enable customers to make their choices with reference to tailored garments.

In order to identify the correct standard size to be tried on by the customer you just need to measure the customer's chest and divide such figure by 2 (see table in Annex 1). If possible, please attach a picture of the customer wearing a standard sample suit.

## **2.B TAKING MEASUREMENTS.**

A video currently available on line provides a detail of how to take measures of each relevant area of the body properly. Measures shall be filled into the form provided in Annex 2.

- Ask the customer to wear an undersuit and carry on with the measurements
- In case you are in doubt, repeat measurements.
- Measures are to be taken without the back pad and the ribs protection.

If you know which protection devices the customer uses, please notify the company.

Furthermore notify the company in case the customer uses special protection devices (such as: joints supports etc...)

- Measures shall not be too broad or too tight.
- Pay attention not to accidentally twist the meter.
- A picture of the customer wearing the undersuit might be useful as well. If possible, attach it to the order.

# 3/

## HOW TO SELECT COLOURS, OPTIONALS AND PLACING ORDERS.

Using the dedicated on line software, the customer will be enabled to pick his favourite colour making all possible matches

**STEP 1** Colour selection

**STEP 2** Accessories

**STEP 3** Name

**STEP 4** Logos

**STEP 5** Copy the measures filled in the paper form

**STEP 6** Options

**STEP 7** Enter data, save and forward (print out)

## FORWARDING AN ORDER

The last step of the software allows you to save and send the chosen configuration . After saving the file together with the customer's name, a PDF file will be automatically generated. Send it in along with all annexes and notes.

# 4/

## ORDER CONFIRMATION.

After receiving your order, the company will send a quotation with a possible shipping date.

The order shall be forwarded to the production department only after the dealer will have confirmed it. Should such confirmation not be sent to the company the order shall remain on a stand-by.

Since we are talking about tailored garments, it is advisable to ask customers to pay a deposit before sending in the order confirmation.

Payment terms: dealers are expected to pay all tailored suits upon delivery.

# 5/

## DELIVERY.

Before delivering suits to customers, dealers shall ask these latter to try the suits on.

Suggestions:

Suits shall be tried on preferably on top of a techno-undersuit and when wearing a back protector. Trying on a tailored leather suit might be very difficult without an undersuit.

Tailored garments might fit a little tight when worn for the first time, especially for customers who have never tried on a proper one. Ask customers to move a little to let the suit adjust onto their body.

After being used leather adjusts to the body fitting it perfectly.

Should any problems arise, don't hesitate to contact the company providing pictures and evidences so that modifications might be made after the first delivery.

Any possible after sale service interventions and repairs concerning the garments are to be quoted after notifying the company and receiving their feedback thereof.

Please visit our website [www.ixs.com](http://www.ixs.com) with reference to warranty terms and maintenance.



## Men's size chart

<b>MEN</b>									
Italia / de / fr	44	46	48	50	52	54	56	58	60
U.S.A./ U.K.	34	36	38	40	42	44	46	48	50
International	S	S	M	M	L	L	XL	XL	XXL
<b>Chest circ.</b>	88	92	96	100	104	108	112	116	120
<b>Waist circ.</b>	81	85	89	93	97	101	105	109	113
<b>Hip-botton circ.</b>	90	94	98	102	106	110	114	118	122
<b>Shoulder width</b>	43	44,5	46	47,5	49	50,5	52	53,5	55
<b>Neck to waist length</b>	44,5	45,5	46,5	47,5	48,5	49,5	50,5	51,5	52,5
<b>Outside waist to ankle length</b>	91	92,5	94	95,5	97	98,5	100	101,5	103
<b>Inside crotch to ankle length</b>	73,5	74,5	75,5	76,5	77,5	78,5	79,5	80,5	81,5
<b>Shoulder to wrist length</b>	59	60	61	62	63	64	65	66	67
<b>Height in cm</b>	168 171	170,5 173,5	173 176	175,5 178,5	178 181	180,5 183,5	183 186	185,5 188,5	188 191
<b>Weight in kg</b>	63 68	65 70	67 72	69 74	71 76	73 78	75 80	77 82	79 84

# Personal data

ANNEX 2

Name ..... Surname .....

Street ..... Zip code ..... City .....

State ..... Phone .....

Fax ..... Mail .....

## Measure Size Torro pro:

01.	Wrist circ.....
02.	Forearms circ.....
03.	Biceps circ.....
04.	Neck circ.....
05.	Chest circ.....
05A.	Upper Waist circ. At middle from CHEST to WAIST (just for Women) ..
06.	Waist circ ( at Belly Botton line ) .....
07.	Hip-bottom circ.....
08.	Thigh circ. ( in the middle fromt crotch to knee ).....
09.	Knee circ .....
10.	Calf circ. Prominent point.....
11.	Ankle circ.....
12.	Shoulder width .....
13.	Neck to waist length .....
13A.	Front neck to waist lenght. (just for pronounced stomach) .....
14.	Elbow to wrist length .....
15.	Inside crotch to ankle length .....
16.	Kneecent to ankle bone .....
17.	Outside waist to ankle bone .....
18.	Shoulder to wrist length (90°).....
19.	Height in cm .....
20.	Weight in kg.....

## Options

Lining	<input type="checkbox"/> removable inside lining	<input type="checkbox"/> no removable lining	
Hump	<input type="checkbox"/> with hump	<input type="checkbox"/> no hump	
leather	<input type="checkbox"/> bovine	<input type="checkbox"/> kangaroo	
Perforated	<input type="checkbox"/> perforated sleeves	<input type="checkbox"/> perforated legs	<input type="checkbox"/> perforated body
Protector	<input type="checkbox"/> back protector	<input type="checkbox"/> no back protector	

With neck brace	<input type="checkbox"/>	With Knee braces	<input type="checkbox"/>
Without neck brace	<input type="checkbox"/>	Without Knee braces	<input type="checkbox"/>

