

# POSITIVE BRANDING – TERMS & CONDITIONS

## COMMITMENT

Positive Branding pledge to attain the highest levels of quality and service for our customers. We will communicate with you on a regular basis to provide excellent customer care. We always strive to fulfil your order in the quickest time possible so you can start enjoying your garments. Please check lead-time at time of placing your order.

## QUOTES

Positive Branding will supply the customer with a written quote which needs to be signed off by the customer before commencement of work and all work undertaken thereafter will be charged for in full.

## SAMPLES

All design and origination work including proofs and samples will be charged for at the artwork origination fee which will be agreed with the customer.

## OWNERSHIP OF ARTWORK

All artwork, screen and embroidery originations remain the property of Positive Branding unless requested at the time of origination when they will be returned to the customer on completion of the order. The image remains the copyright of the customer; the embroidery disks and screens remain the property of Positive Branding. All images are stored securely for an indefinite period free of charge. We will, under no circumstances, use the artwork for any work other than that agreed with the customer. Names, addresses and other details of customers are confidential and are not passed on to any third parties.

## CUSTOMER SUPPLIED GARMENTS

In the instance where the customer supplies the garments to Positive Branding for embroidery/printing, it is usual with this type of work that orders are undertaken on the understanding that the final number supplied may be up to plus-or-minus 10% of the quantity ordered or 2 garments, whichever is the greater, and charged for accordingly. No liability for spoilage can be accepted when printing or embroidering customer's own garments.

## SIZING

All sizes are approximate and are given as general guidance only. Please be aware that unless otherwise stated, the sizes quoted are 'to fit' in inches. They are not indicative of the actual size of the garment as some styles are designed to be worn loose/baggy and others are designed to be worn fitted. You must ensure garments are suitable before ordering. Colours, shades, materials and sizes of goods may vary to a minor extent from those illustrated in our catalogues and from batch to batch.

## DELIVERY / COLLECTION

Collections can be made with prior arrangement.  
Otherwise, all deliveries will be despatched by courier and charged at cost.

## PAYMENT

All non-account customers will need to pay in full prior at time of ordering goods.  
For existing credit approved customers, our credit terms are 30 days net from invoice date.  
We accept cash, credit & debit cards or cheques made payable to Positive Branding.  
All prices are subject to VAT at the prevailing rate.

## GARMENT RETURNS

All orders are thoroughly checked for faults before despatch. In the unlikely event of goods being faulty on receipt, we will accept the garments back within 5 days of supply and this will be subject to our reasonable discretion. Washed or used garments will not be accepted back under any circumstances.