

Branded Company Clothing - Terms & Conditions

Branded Company Clothing pledge to attain the highest levels of quality and service for our customers. We will communicate with customers 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

- Branded Company Clothing 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. Quotes are valid for 30 days. After 30 days we may have to re-quote if manufacturers' prices have changed.

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 at the time of order.

OWNERSHIP OF ARTWORK

- All artwork and embroidery originations will remain the property of Branded Company Clothing unless requested at the time of origination when they will be returned to the customer on completion of the order.
- The image(s) remains the copyright of the customer; the embroidery disks remain the property of Branded Company Clothing.
- All discs 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 Branded Company Clothing for embroidery/printing, 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.
- We will only work on new (unworn) garments. This is for hygiene and safety reasons.
- No liability for spoilage can be accepted when printing or embroidering customers' own garments.
- Goods sent-in from a customer are held by us at the customer's risk. We do not insure these goods whilst on our premises and strongly advise that you do.
- Customer supplied goods that we ship-out/return are covered by our courier's "goods in transit" insurance. This cover is up to a maximum of £10 per kilo per box. We strongly advise that if this level of cover is insufficient that you ask us to take out extra insurance at an additional cost to you.

SIZING & COLOURS

- All sizes are approximate and are given as a general guidance only. Please be aware that unless otherwise stated, the sizes quoted are 'to fit'. 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. All manufacturers have a 'tolerance' allowance in the manufacture of their garments and we are constrained by the manufacturer's sizing tolerances.
- Colours, shades and fabrics may vary to a minor extent from those illustrated in our printed and online catalogues and web pages.

DELIVERY / COLLECTION

- Collections can be made with prior arrangement.
- All deliveries will be despatched by courier and charged at cost.

PAYMENT

- All non-credit account customers will need to pay in full when ordering.
- For existing credit approved customers, our credit terms are detailed on the invoice.
- We accept Visa & MasterCard credit & debit cards, BACS/online payments. We no longer accept cash or cheques.
- All prices are subject to VAT at the prevailing rate.

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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.