

RETAIL CUSTOMER CHECK LIST

For SUITING IN PARIS/ SHIRTING IN NOOSA, CAPRI, VENICE

STOCK SERVICE

- To ensure continuity please always use our "Stock Service" order form.
- STOCK SERVICE goods are usually despatched within 5 working days. If by chance an odd size is not available, you will be advised by a faxed "BACK ORDER ADVICE" form which gives an indication of due date. Goods will be despatched when they become available

EMBROIDERY/ PRINTING

- SET UP REQUIREMENTS - Embroidery**– One-off set up of \$120 plus price per unit and a free set up for an initial purchase of over 50 units. Note we need a hard copy of artwork to size including colour references BEFORE WE CAN BEGIN any production or even give accurate quotes. There is a surcharge of \$5 each on repeats of less than twelve per order.
- We understand that in order to keep your business local you may use a local embroider while sourcing the garments directly from us. If you are embellishing or amending garments post purchase, it is your responsibility to check the garments before sending to embroiderer, and raising any claims or queries before the process is applied.
Once a "Corporate Collection" garment has been embroidered, it CANNOT be returned, exchanged or credited for any reason.
- SET UP REQUIREMENTS – Screen Printing**–A set up is required each time you screen print with a price per unit, a charge for each screen per colour and sometimes a charge for artwork or reversing a positive to a negative. Note we need a hard copy of artwork to size including colour references BEFORE WE CAN BEGIN any production or even give accurate quotes. This type of operation really lends itself to large quantity's to help amortize setup costs each time a job is undertaken.

SAMPLES, FITTINGS & MOBILE REPS & FRANCHISEES

- Fit ACTUAL garments using the same style from stock service as is required in your selection
- DO NOT go by staff members' interpretation of what size they are – ALWAYS use samples for fittings
- Sample, sample payments, freight, returns, refunds**- Up to 5 Sample garments maybe order allowing a full assessment. All we ask is that you provide a full deposit and bear the costs of the carriage both ways. These two charges will appear separately and the charges for all garments will be refunded, less the cost of carriage, if they are returned in pristine condition within 14 days.
- Our mobile consultant's service will operate within approximately 80-100 km from each franchise operation as is practically possible.

ORDER DETAILS

- Please use correct order forms** supplied either the– "Stock Service Order Form", and also utilize our "Staff Uniform Collation Sheet" to pre record size m'ts and apply to the order form in turn; both are available by fax or can be downloaded from the web site.
- Double Check the items you are ordering are produced in the sizes/fabrics/colours required.
- Ensure ABN number is on order form. Also ensure your Purchase Order Number is on order if required.
- Advise on order the person who is responsible for payment – name and phone number so we can quickly address any queries.
- Fill in correct payment details
- Advise correct invoice address and correct customer name eg: "ACME trading as SMITHS".
- Check delivery address and advise if delivery address is different to invoice address or billing address.
- We use standard Australia Post Parcel Post for all despatches. Postage and handling charges will be added to cost of garments and are included in payment required. Charges are based on the weight of the parcel. If you have a preferred carrier, please advise on order. We can then advise you when your goods are ready, and you can arrange for them to be collecting.

PAYMENT DETAILS

- Complete all details on order form including date, order number, styles, colours, price, full extension, credit card details and signature
** CHECK ADDITION! ** & Add postal charges.
- Organise payment for ENTIRE order before faxing and advice of payment methods on order– use the "Staff Uniform Collation Sheet" and arrange payment for whole order – Sorry- No individual invoices per person or payments or \$20 surcharge per invoice will apply.
- We accept Direct Debit, Cheque, Visa, Bankcard or MasterCard. No goods will be despatched without appropriate payment.**
If you choose to direct debit please submit a remittance advice by email or fax for confirmation.