



# TERMS

For WORKING with **LOOMLAND**



## What you will do...

- ▶ Supply us with licensed or original artwork.
- ▶ Check proofs and ask us to proceed if you accept.
- ▶ Check sizing when ordering for specific individuals.
- ▶ Check your order and let us know immediately if you want any changes.
- ▶ Let us know if an order is time critical and if we are shipping to you.



## Set up fees & artwork

New designs need to be set up, either on screens for printing or digitizing for embroidery and transfers. These are one off fees, but if you would like subsequent changes made to the design then the fees will be charged again. You may either (1) supply us with finished artwork in a suitable format for us to use or, (2) if none is available, we can redraw sketches or low resolution graphics to get them to a suitable format. We will charge artwork fees if it's more than a five-minute job.



## Intellectual property

When you supply us with artwork for reproduction you guarantee that you are allowed to use it. We will not share it or pass it on to anyone else. You will reimburse us for any costs we incur if claims are made for breach of anyone's intellectual property rights.



## Proofs & spelling

Before we go into production, we will email you over a proof of your design for you to check the colours, size, position and spelling. When you have satisfied yourself that all is correct and given us your approval, your decision is final and we will make a start on your job and confirm the delivery date. If you later realise the proof is wrong, tell us immediately. You will have to pay for any costs incurred in printing goods if you approved an incorrect proof.



## Minimum orders, sampling and colour changes

We have a minimum order for screen printing of 10 pieces per design, although you can mix garment colours and sizes. If you don't need - 10 pieces, we will charge an hourly sampling rate. There is no minimum order for embroidery or transfers. We can provide a plain garment sample or size set at the single garment rate plus carriage. We can provide a decorated sample at an hourly sampling rate plus carriage. If you would like to change the print colours during your production run then a small fee per colour change applies.



## Garments

We buy our garments from the most reputable distributors and they generally hold extensive levels of stock, but we can't guarantee that every type of garment will always be available and some may be discontinued. We will recommend a suitable alternative and wait your approval. Sizes of garments vary dramatically across brands and distributors. Chest measurements can be provided.



### **Supplied goods and handling**

If you supply your own goods for us to decorate, we may charge a handling fee for unpacking, picking and sorting. If the fabric or construction is unusual, we will need to test their suitability for decoration. You understand this and will not claim for damaged items.



### **Colour matching**

With screen printing, we are able to match Pantone numbers exactly. With embroidery, we will pick the nearest thread colour available. The colour matching on digital transfers is pretty close but not 100% accurate.



### **Minor print variations**

Screen printing is carried out by hand and as such there will inevitably be minor differences in the print over the course of your production run. We don't regard this as a fault - it is the nature of the screen printing process.



### **Cancellation, additions & returns**

Once we start your order there may be charges if you wish to cancel, depending on which stage of production we are at. If you wish to add something to an order after we have started production, we will try to accommodate this but we cannot guarantee to do so. Once garments have been decorated we can't accept them back. Plain garments may be returned subject to a re-stocking fee of 20% of the price of the goods.



### **Job completion and carrier errors**

We generally need 10 to 12 working days to complete a job. If you are working towards an event or specific deadlines please let us know and allow plenty of time, for production, packing, delivery and shipping. A delivery date cannot be confirmed until you have approved proofs. Often we can rush jobs through, even completing jobs on the same day, so please ask. We can't be held responsible for failure to complete or deliver your job as agreed if this is due to machinery breakdowns, carrier errors or other events beyond our control.



### **Delivery quantities**

Screen printing, embroidery and transfer applications are processes carried out by skilled people. We charge per unit and, for bulk production runs, you will accept a few garments more or less than ordered with minor variations in decoration. If you require an exact minimum quantity, please let us know.



### **Packing & delivery**

We do not individually fold and bag garments and we pack in recycled boxes unless otherwise agreed. For bulk orders we may deliver in several consignments. We use reputable carriers but once the garments have left our premises they are at your risk. We recommend you insure them.



### **Payment**

Payment (in pounds sterling) is due on delivery of goods, except for account holders when payment is due in 14 days from invoice date unless otherwise agreed. We may charge interest at 5% on late payments. All prices quoted are exclusive of Value Added Tax where applicable and are valid for 30 days.



### **Limit on our liability and relevant law**

In the event of a claim, our liability is limited to the cost of the order. We accept no liability for the cost of supplied garments. The laws of England will apply to this agreement.