

Aspect Corporate Clothing Ltd 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 the lead-time when you place your order.

QUOTES

- Aspect Corporate Clothing Ltd 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 at the time of order.

OWNERSHIP OF ARTWORK

- All artwork and embroidery originations will remain the property of Aspect Corporate Clothing Ltd 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 files remain the property of Aspect Corporate Clothing Ltd.
- All files 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 Aspect Corporate Clothing supplies the garments for embroidery or 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.
- No liability for spoilage/damage can be accepted when printing or embroidering customers' own garments.

SIZING

- 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.
- Colours, shades, materials and sizes of goods may vary to a minor extent from those illustrated in our 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 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 credit & debit cards, BACS/online payments, cash or cheques made payable to Aspect Corporate Clothing Ltd.
- 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.

ORDER CANCELLATION

- The order may be cancelled only if production has not started. The cost of set-up and design is not refundable and we charge 15% of the value of the garments as a re-stocking fee.