

General Terms and Conditions

Orders are placed on the understanding and acceptance of our terms and conditions

Prices

1. All prices are quoted exclusive of V.A.T which will be charged out at the rate appertaining at the date of invoice.
2. Where applicable V.A.T is charged on the total invoice value and is strictly net.
3. The company reserves the right to vary prices quoted to reflect any increases in raw materials. The company will endeavor to inform customers of these changes.

Delivery

4. Delivery dates quoted are approximate, Every effort will be made to adhere to such quotations, but we do not accept liability for late delivery.
5. At our option we may deliver the goods in reasonable instalments, in which case you shall still accept and pay for the goods in reasonable instalments. Each instalment is to be treated as a separate contract..
6. In the event of packages arriving damaged the delivery note should be marker accordingly.
7. We must be notified of short deliveries and/or damaged goods in writing within three days of the package being delivered.
8. We reserve the right to deliver manufactured goods above or below the quantity ordered within a reasonable margin.

Carriage

9. Carriage will be charged as specified on quotation or price list.

Risk

10. The property and risk in goods ordered shall pass to the buyer upon delivery of the goods to the buyer or his representative.

Returns

11. We should be informed of any intended returns, and the goods should be sent to us, carriage paid, adequately packaged and accompanied by a completed returns form stating the senders name, address and reason for return.
12. All accepted returns will be subject to a re-stocking fee of £6.00 or 10%, whichever is the greater.
13. Worn or stained garments cannot be accepted back for exchange.
14. Once a garment has been embroidered as per your specifications it cannot be returned for refund or exchange.

Samples

15. All samples and pattern bunches etc, are submitted on approval, and will be charged unless returned, unused within 28 days.

Production

16. Materials and styles will be matched and copied as closely as possible. Precise matching and copying cannot be guaranteed due to manufacturing process and long term availability.

Ownership

17. Title of the goods does not pass from seller until all monies are paid in full.
18. Ownership of embroidery or weaving control media etc. remains with OPGear Uniform at all times, unless otherwise agreed in writing.

Logos

19. A sample of the artwork will be submitted to the end user for approval, Once this has been approved in writing the responsibility rests entirely with the customer,
20. Where garments are embroidered, heat sealed, labelled or otherwise altered to your instructions, we are unable to credit nor will returns be accepted unless there is a genuine manufacturing fault.

General

21. The company reserves the right to levy a handling charge for small repeat orders.
22. Any complaint must be recorded in writing within 7 days of receipt of goods.

Cancellation

23. No order may be cancelled in whole or part without the sellers consent.

Credit Check

24. OPGear Uniform Clothing conduct a thorough commercial credit check on all new business accounts using independent business information system.