

P2 Promotions - Embroidery - General Information and Outline

1. GENERAL INFORMATION AND PRODUCTION TIME

Australian made garments

- [Production – Generally 10-15 working days, \(2-3 weeks\).](#)

Note: Although production time is 10-15 working days, goods may take longer to supply for reasons outside of our control. [We recommend allowing up to 20 working days, \(4 weeks\) to avoid disappointment from any unforeseen delays.](#)

- Surcharges may apply on smaller quantities.
- Some fabric colours, colour variations or styles may not be available all of the time. We will advise customers in such instances and assist in finding a suitable alternative.
- Some garments may not be suitable for decoration.

Imported Garments

- It is possible that material colours and quality may vary from batch to batch.
- Some colour variations or styles may not be available all of the time. We will advise customers in such instances and assist in finding a suitable alternative.
- Some garments may not be suitable for decoration.

2. EMBROIDERY ARTWORK AND SETUP

- Allow [10 – 15 working days](#) from approval of the artwork to completion of the embroidery.
- [Artwork needs to be supplied in a high resolution \(min 300dpi\) EPS, AI or PDF format preferably at the correct size the logo will be embroidered. Minimum size for Embroidery is 4mm. If file is not done at the correct size, extra set up costs may be incurred.](#)
- Please convert text to outlines or curves.
- You will be notified if the artwork supplied is not suitable. Any artwork requirements can be outsourced to an independent Graphic Artist and will be charged at the applicable rate.
- Embroidery set up cost is a once only cost and will be included in the initial quote.

3. LOGO COLOURS

- Please supply the [PMS Pantone colour numbers](#) or provide a colour swatch for your artwork. All due care will be taken to ensure colours used will closely match the reference numbers. It is sometimes difficult to obtain a 100% match but will be very close.

4. LOGO SIZE AND PLACEMENT

- [Please note: Embroidery cannot be done on a pocket. If there is room, Logo may be placed just above or if a larger Logo is needed, it may have to be placed on the opposite side.](#)
- Please ensure to specify clearly the size and placement of your logo on any garments.
- [It is helpful to get your Graphic designer or Consultant to do a Mock-up of the garment you require to be embroidered.](#)
- Please find attached at the bottom of this information a basic blank T-shirt outline, front and back that your Graphic Designer might find helpful.
- Some designs may bring size and position restrictions of their own. If you have any questions, it is best to discuss this with us.
- Placement of the logo can vary slightly from garment to garment due to the nature of embroidery.

5. UNDERS AND OVERS

- Though rare, unfortunately mistakes can be made and accidents can happen during the embroidery process.
- Please take this into account when working out the amount of garments required as 2% underrun is considered fulfilment on all orders.

6. RETURNS

- Returns can only be made within 5 working days of purchase.
- Goods will not be accepted for return after decoration unless decoration is faulty.
- Goods will not be accepted for return unless prior authorisation is obtained and the original invoice number must be quoted.

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7. PRE – PRODUCTION SAMPLES

- Pre–production samples of your order may not be economical due to the fact that you will have to pay for the total set up costs of the embroidery up front, no matter what quantity you initially order. Minimum Embroidery run charges will also apply.

8. SAMPLE GARMENTS

- It is not feasible to supply sample garments free of charge but sample garments can be made available to the customer at the applicable cost, plus postage and handling.
- There are limits as to how many sample garments can be requested at one time depending on the supplier.

9. EMBROIDERY ONLY SERVICE

- We are more than happy to have garments embroidered, which have been supplied to us from the customer as long as the garments are new and are clean.
- Any garments that have been previously worn or washed can inhibit the embroidery machines from their optimal performance.
- We will accept no responsibility for any defects on garments supplied by customers, as we cannot be certain of the quality of the items supplied.

10. SUPPLY OF GARMENTS ONLY

- We are more than happy to supply you with any quantity of blank garments at current prices.

11. FREIGHT AND HANDLING CHARGE

- All freight will be calculated ex Melbourne.
- We can use your freight company if requested, but account numbers must be specified.
- All freight related issues, including charges; insurances and logistics are the full responsibility of the customer. We are able to assist with some such arrangements.

12. GUARANTEE

- We guarantee our products and decorations against defects in workmanship and materials. If you receive goods that you believe are defective, notify our office immediately. Client satisfaction is our objective.

13. PAYMENT

- Our terms of payment are 100% payment for cost of goods and production on receipt of our Invoice or by prior arrangement in writing.

14. CONTRACT / ORDERS

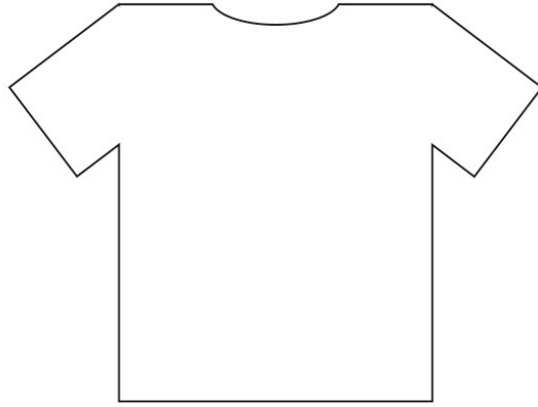
- An order will only progress if a contract has been formally signed or written authorisation has been received.
- In the customers best interest we will not proceed with an order until we are satisfied that we have all the required information to do so and that we believe the customer fully understands our terms and conditions.



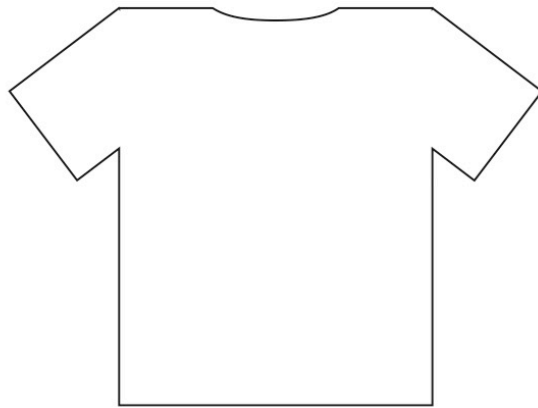
PROMOTIONS

www.p2promotions.com.au

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FRONT



BACK