

COMPANY POLICY

as at 19th May 2014

We supply to Distributors/Wholesalers only. We do not supply to end users. Any end users who contact us are referred to their nearest Distributor.

All applications for an account with us are individually assessed and will require, in the first instance, completion of a comprehensive application form followed by a telephone interview.

100% PRODUCT QUALITY GUARANTEE

Our company demands the highest quality work from its factories and strives hard to develop and maintain strong working relationships with suppliers both here and overseas. We keep a very close eye on every aspect of the manufacturing process to ensure that our customers receive the very best there is to offer.

If you believe there is a manufacturing fault with one of our products, please refer to our Returns Policy. Please note that normal wear and tear is not considered to be a fault in a product.

NORMAL PRODUCTION TIME

Production will not commence on any job until we have received a final art approval which includes a printed name, date and signature.

PLEASE NOTE: DELAYS IN RECEIVING SIGNED AND DATED FINAL ART APPROVALS MAY IMPACT UPON DEADLINES.

- Plastisol Transfers (min. 25 units) 10–12 working days
- Screenprint 7–10 working days
- Embroidery 7–10 working days

Delivery time after production will depend on the freight service used.

ORDER CHANGE/CANCELLATION

No change to or cancellation of decorated orders after production has begun will be accepted.

FREIGHT

All freight charges per order are based on one delivery point only. For any additional delivery points per order (regardless of value) full freight will apply.

ALL PRODUCT

- For all orders over a value of \$350 to all mainland capital cities – Free of charge to one delivery point.
- For all orders over a value of \$350 to country areas and Tasmania – Half freight plus GST to one delivery point.
- For all orders whose value is \$50 – \$350 – Full freight is payable plus GST to one delivery point.
- For all orders under \$50 full freight plus a handling fee of \$25.00 will be charged plus GST.
- **Full freight will be charged on 4300 Clancy headwear.**

NB: “Order value” is the cost of goods and decoration (if applicable). Order value does not include GST or other charges.

ARTWORK

We prefer vector created EPS files **to size** for all forms of decoration. You should include the PMS colours where applicable. Please refer to our catalogue for standard decoration areas. Your Customer Service Officer will be happy to help you further with any questions you may have.

NB: Artwork is kept for 2 years **only**. After this time normal set up charges will apply.

Artwork and/or artwork adjustments will be charged out at a minimum of \$60.00 per hour (plus GST) and in 15 minute increments thereafter.

Please ensure that all lines on artwork supplied to us are a minimum of .35mm in width.

COMPANY POLICY

as at 19th March 2014

COLOUR GRAPHICS

Our design studio can provide an A4 colour graphic (which includes your client's logo) for any of our stock product lines. Cost per graphic: \$20.00 plus GST.

For design work on specialty product, graphics can also be produced. Cost: \$60.00 per hour or part thereof.

LOGO SIZE

Some sizes are specified in our catalogue, but there are exceptions to the rule. If the same design/logo is required in two sizes, they must be treated as two different designs.

LOGO COLOURS

Please provide a colour swatch or quote PMS colours. All due care will be taken to ensure print and embroidery colours used match as closely as possible. However, due to the colour and nature of various materials, it is often impossible to obtain a 100% match. All materials print differently and if your logo is being applied to two different styles in the same order, variation in colour may occur.

NUMBER OF COLOURS PER LOGO

- Screenprint: 6 colours (subject to registration/artwork suitability)
- Plastisol: 10 colours (subject to registration/artwork suitability)
Note that plastisol transfers may require a white/clear base. Additional charges will apply.
- Embroidery: 15 colours maximum

PRODUCTS

Whilst every effort has been made to ensure accuracy of colours in our product range, they should be used as a guide only. Due to the manufacturing process, dye lot variations in colour may occur.

As we continue to improve our range, product changes may be made without prior notice.

UNDERS & OVERS

Please note that 3% overrun or underrun is considered fulfilment on all orders.

RETURNS

For full details please refer to our Returns Policy.

GST

Our Price List is exclusive of GST. 10% GST will be added to the total of your invoice, including freight and setup costs.

PRICE LIST

At time of printing all information is correct. Pricing for individual products is based on the quantity breaks relative to those products. Price List is subject to copyright. Reproduction approval in whole or in part for publication by conventional or electronic means should be sought from us.

CATALOGUES

Full product catalogues may be purchased.

- 2013 Legend Life Catalogue \$4.50ea + GST
- March 2013 Legend Life Product Guide \$0.50ea + GST
- 2013 Legend Express Catalogue \$1.00ea + GST
- 2014 Legend Life Apparel Catalogue \$1.00ea + GST
- 2014 Stormtech Catalogue \$1.00ea + GST

Price List is downloadable at www.legendlife.com.au once logged in.