

## **Corptex Ltd - Terms and Conditions [2020 V1]**

Please note that in purchasing from Corptex Ltd (either online or offline) you accept and are bound by the Terms and Conditions set out below:

### **1. Pricing and Terms**

- a) Quotes are valid for the goods specified and for 28 days from the date of quote. Any amendments to the quote may incur an increase in cost which will be reflected in a new quote. Please note that all quotes submitted, and any order subsequently placed, are subject to the Terms and Conditions.
- b) Prices stated on our website or in any brochures and catalogues are approximate. A full quote will be made for every enquiry. The price payable for the goods you order and their delivery is as set out in the invoice. We reserve the right to change the prices shown and we will contact you before the order is confirmed in the event of an amendment being made. An amount equal to the appropriate taxes will be added to the invoice where a price has been increased and there is a legal obligation to collect such taxes.
- c) If, by genuine mistake, we have under-priced an item, we will not be liable to supply that item to you at the stated price, provided that we notify you before we despatch the item. In those circumstances, we will notify the correct price to you so you can decide whether or not you wish to order the item at that price.
- d) Corptex Ltd cannot, and will not, be held responsible for any loss of earnings, real or projected, as a result of an order being lost, arriving late, or not being as expected.

### **2. Lead Times**

Corptex Ltd's target lead time is up to 10-12 working days (which excludes weekends and bank holidays), dependent on the quantity ordered. The lead time will begin once:

- a) full payment or a purchase order (if you have a credit account) has been received by Corptex Ltd; and
- b) approval of your artwork has been received by Corptex Ltd via e-mail to our artwork team directly.

If you have a deadline it must be stated during the quotation stage. An additional fee may be charged if the deadline is before the estimated 10-12 working days.

### **3. Payment Terms**

All payments are to be pro-forma by bank transfer unless agreed otherwise in writing. Credit terms will only be agreed between Corptex Ltd and the customer when the credit application forms have been completed and accepted by Corptex Ltd.

If your balance is not met within the agreed payment terms, interest may be charged as per the Consumer Credit Act 1974 at a daily rate. If credit terms are not adhered to and payment is repeatedly delayed, we will revoke all credit terms and revert to pro-forma payment.

### **4. Delivery**

We will endeavour to deliver to all goods on the agreed delivery date quoted. Please note this date will be quoted once we have received full payment if you are a pro-forma customer or the issue of a purchase order if you have a credit account.

If you have requested Corptex Ltd to arrange delivery, we will add this cost to the invoice. If you would like to arrange collection, Corptex Ltd will require 2 days' notice before the collection date.

### **5. Specification**

- a) Absolute consistency of sizes (which are approximate "to fit" sizes), materials, proportions, colours and shades are not guaranteed by Corptex Ltd and are given as guidance only. Due to the technical nature of the embellishment process, decoration positioning may vary between garments. On those occasions where repeat orders find that the garment colour is slightly different to the previous order, Corptex Ltd reserves the right to colour match 'as close as possible' when manufacturing.
- b) All textile goods must be washed and cleaned strictly in accordance with the washing label instructions attached to the goods. Corptex Ltd reserves the right to alter or amend garment care specifications without prior notice.
- c) Inks used during the textile printing process will inevitably fade over time. The speed at which they fade will be dependent on many factors including washing temperature, number of washes, exposure to sunlight etc. Corptex Ltd cannot be held responsible for fading ink colour/s.
- d) If you require us to match your colours to the Pantone matching system then you must supply the codes, otherwise we will take them from the profiles in your document which can be less accurate. All colour matching is approximate and must be approved by you. Corptex Ltd is not liable for colour mismatches if the customer has not approved a sample. Variations in ink and thread colour are possible. Corptex Ltd reserve the right to colour match 'as close as possible' when manufacturing.

### **6. Copyright Infringement**

It is the client's responsibility to obtain the necessary authorisation to be able to use such artwork. The same rules apply to any governing/trade bodies or certification logos. Corptex Ltd will not accept responsibility where a customer has requested the use of logos but has not obtained the appropriate approval or certification. By supplying/requesting the logo the customer confirms that it has the appropriate authorisation to use said artwork.

### **7. Photography & Artwork for Marketing**

Corptex Ltd reserve the right to photograph any items that we produce to publish on our website and social media platforms for use in general marketing purposes. If you do not wish for us to do this then please let us know at point of order in writing or email at [info@corptex.co.uk](mailto:info@corptex.co.uk)

### **8. Cancelling an Order**

If you wish to cancel an order, please contact us as soon as possible to avoid any charges. If you cancel the order prior to stock being ordered then you will be entitled to a full refund. Stock is generally ordered within 48 hours of the order being confirmed or from receiving payment. If the stock has been ordered then there is usually a restocking fee - this includes the materials used for garment embellishment. If the items have already been embellished, due to them being custom products you will not be able to cancel the order. On bespoke and cut & sew items we will not accept a cancellation and they will not be refunded.

### **9. Samples**

If product samples for evaluation are embellished, they must be paid for. Corptex Ltd reserves the right to pass on restocking charges for plain products, feed the samples into the order if relevant or sell the plain items to the customer.

### **10. Force Majeure**

Corptex Ltd shall not be under any liability of any kind for non-performance in whole or in part of its obligations under the contract due to causes beyond the reasonable control of the company or of the company's suppliers or due to labour disputes.

### **11. Legal**

All contracts between Corptex Ltd and the customer shall be governed by the laws of England and any disputes arising therefrom shall be subject to the jurisdiction of the English courts.