

JOB PROCESS

- Finer Embroidery will first review your requirements and provide a quote.
 - Once the quote is accepted, artwork will be created and sent for written approval.
 - Following approval, an invoice will be issued for payment.
 - Once payment is received, the job will be scheduled and you will be notified when it is ready for collection or dispatch.
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PAYMENT TERMS

- Unless otherwise arranged, full payment is required before work commences.
 - Preferred payment methods include EFT, credit card, or cash.
 - Account terms are strictly 15 or 30 days (conditions apply).
 - A digitising fee may apply for embroidery designs. This fee covers artwork preparation and sampling and does not transfer ownership of the file to the customer. Copies are available at an additional cost.
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TIMEFRAMES & LOGISTICS

- Standard production time is approximately 5–10 working days from receipt of payment.
 - Timeframes may vary during public holidays or busy periods. Please allow additional time during these periods.
 - Express freight is available at an additional cost, or customers may arrange their own courier.
 - Finer Embroidery is not responsible for shipping or customs delays.
 - Urgent jobs incur a \$50.00 fee.
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CLAIMS

- Any claims for faults or misprints must be submitted in writing within 7 days of receiving the order. Claims will not be accepted after this period.
 - Finer Embroidery cannot guarantee print quality or garment suitability for customer-supplied items.
 - All customer-supplied garments are provided at the customer's risk. Finer Embroidery will not replace items deemed unsuitable.
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OTHER KEY CONDITIONS

- Screen set-up charges: A fee applies for the set-up process only and does not include ownership of the screen. Screens are retained for 12 months before being reused. After this period, a new set-up fee will apply.
- Service fees: A \$250 non-refundable service fee applies for the supply and fitting of sample garments. This fee will be deducted from the final order if a purchase of \$250 or more is placed within 30 days.

NEED MORE INFO?

Visit Us

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Contact

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Connect

