

Business, Promotional clothing
Embroidery + Print

Business Gifts, Incentives
and Premiums



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Evaluation Samples

Date: as mail/correspondence

Issue & Return Policy for “Business to Business” Transactions

Here at Aspects, we very much appreciate the need, on occasion, to supply you with garment samples for evaluation and sizing and we are delighted to be able to work with you in these requests.

In order to help us maintain our competitive advantage to you, we ask for your co operation, consideration and understanding in our handling of this costly process. As you will understand, it is necessary to control the issue, return and credit of these items in the most fair and efficient method possible for our mutual benefit.

Garment Samples

Colours: Please accept we may not be able to supply the exact colour option in all variations but we will endeavour, where possible, to supply colour swatches or shade cards.

Size: Please request an “in between” size in preference to having all sizes you think you may need. E.g. a small and large will perhaps determine where a medium and extra large is needed.

Quantity: For garment/fabric evaluation please select just one garment per style.

Holding Period

Evaluation time: Our experience shows that a period of up to 7 days is usually sufficient to conduct a full and fair appraisal. Thereafter, unless you wish to retain and purchase, we request prompt return to arrive with us within 14 days of our despatch date to you.

Extension period: Should you consider it essential to retain the garment(s) for a longer period (e.g. an unexpected personnel absence) we would like to know. We ask that you make a formal request to extend the evaluation period to which we will give fair consideration and will normally agree a later date with you.

Period Expiry: Unless we have received an extension request within our 7 day evaluation period and you have not returned the garment(s)/samples within 14 days, we will deem this as your acceptance of the goods for purchase and retention and any refund entitlement options to have expired.

Exchanges

As long as your evaluation samples have been requested and returned in consideration of our guidelines set out above, we will of course accept evaluation and sizing samples for exchange and return. There will however be a “refundable” exchange or a “chargeable” return fee as detailed below.

Return of evaluation samples

Please **be aware** garments CANNOT be accepted for return if:

- i Embellished, with embroidery, print, transfer, or other decoration.
- ii Not in original packaging (within reason).
- iii Dirty, badly creased or a condition where they have not been given due care.
- iv Worn, washed or showing evidence of usage, marked or smudged with make up, or with perfume, aftershave or body aromas.
- v Exceed our reasonable return option period

Costs – for carriage

Cost of carriage is an addition, will be charged, but may be **refundable** against your confirmed order.
Cost of return will be at your expense, in full.

Costs – for supply, exchange, return and handling

An Administration Fee of £20.00 (ex. vat) per issue. **Refundable** against your confirmed order
Exchange/Return Fee of £3.50 per garment (ex vat). **Refundable** if your order value per style is of an equivalent or higher value than the issued value per style.
Garments of styles not used in your order may be charged an Exchange/Return fee
Carriage and VAT (where applicable) is an additional cost.

Invoice

It is our policy to invoice as for a normal supply and at a price that is indicative for the sample order volume.
For a **current credit account** customer we shall supply in accordance with our normal invoicing procedure.
For a **non current credit account** customer we will require payment prior to release of goods.

Payment

We recommend/propose you make payment by debit/credit or business purchasing card, by electronic transfer or by an agreed alternative payment method to help speed supply to you.

