

Etiko Merch Order Form

Organisation name:

First name: Last name:

Email:

Phone: Organisation has not-for-profit status:

Preferred delivery date: (refer T&Cs below)

Product	Style	Size	Colour	Quantity

Artwork placement: Front Back Sleeve (L) Sleeve (R)

Artwork size (mm):

Artwork colours:

Artwork supplied in scaleable vector format (PDF, AI, EPS) at 300dpi (minimum)

Invoice address:

Delivery address:

Express shipping preferred PO number (if applicable):

Standard payment terms are 50% deposit with order, with balance payable prior to delivery.
 We are happy to pay upfront in return for a 5% discount: (for orders >\$1,500 only)

By ticking this box we confirm we have read the Terms & Conditions below, especially relating to delivery times and order cancellation.

ETIKO TERMS & CONDITIONS FOR CUSTOM ORDERS

All orders for custom goods are accepted according to the terms and conditions below, and Etiko will supply the goods to you according to these terms and conditions. By ordering a custom item from Etiko, you explicitly agree to these terms and conditions. Etiko may amend these terms and conditions at any time, and any such amendment will be effective immediately. These terms and conditions are governed by State of Victoria, (Australia) Law.

1. Quotes are valid for 90 days and may be revised if an order is not placed within 90 days of the quote.
2. Etiko requires payment of 50% of the order value before commencement of manufacture and requires the remaining 50% prior to dispatch of the garments. Production will not begin until deposit has been received. Final balance is due prior to shipment of goods. For Federal or State Government funded customers, production will commence on receipt of PO number (30 day terms).
3. We allow up to one hour of design work per job and we reserve the right to charge additional fees for design work that takes longer than one hour. The cost of this design work will be agreed with you before work commences.
4. Any designs and mock-ups provided to you by Etiko are the property of Etiko and you are not permitted to use these clothing designs and mock-ups without our prior written consent for any purpose whatsoever including the provision of these designs to other custom clothing manufacturers.
5. You warrant that you solely own, or have the permission of the registered owner, to use any logos incorporated in the garment designs.
6. While we accept most design options & wording, we cannot honour all customer created designs and/or wording. Some may contain material that we consider inappropriate or do not want to place on our products. Unfortunately, at times this may oblige us to decline orders that may otherwise seem unobjectionable. If your order is considered unacceptable, your order will be cancelled and refunded and you will be notified. Etiko reserves the right to cancel any orders after they have been submitted.
7. Artwork: preferred formats are PDF, AI or EPS file. Minimum resolution: 300DPI
8. You must approve and sign off on the garment designs and order quantities for each size before we commence manufacturing. You should exercise care in signing off on your garments as orders cannot be changed after sign off and you are liable for the full payment on sign off.
9. When you approve your order you are also approving the colours. If precise matching of colours is required we recommend that you request a swatch of fabric before final approval. There is a standard per item charge for this service.

10. Cancellations: Customers that refuse or cancel orders after Etiko has received the deposit will forfeit the deposit. Clients will be billed for the order balance, unless production has not yet commenced, as determined by Etiko. All goods will remain the property of Etiko until paid in full.
11. Delivery: All custom orders are accepted on a first-come-first-serve-basis. When you require the goods by a specific deadline, please place your order early. Your delivery date will depend on when we receive your final order. Delivery is subject to the current production schedule.
12. Delivery lead times quoted at the time of order are provided as a guide. For orders produced solely in Australia, delivery lead times can be quoted with a high level of accuracy. For orders produced partly or wholly overseas, delivery lead times can be subject to a number of factors, including (but not limited to) raw material shortages, natural disasters, public holidays, festivals, strikes, public disturbances, shipping delays, all of which are beyond the control of Etiko. Etiko cannot be held liable for inconvenience arising from delayed deliveries.
13. Custom jobs produced overseas may have + or - 10% quantity variations, and by accepting these terms and conditions you accept you are willing to pay for items that exceed the quantity ordered by up to 10%. In return we will refund any monies paid for items supplied where delivered quantities are up to 10% less than the quantity ordered.
14. Etiko reserves the right to sell or destroy garments that are rejected by you or that have not been paid for within 60 days of manufacture.
15. If the quality of our garment(s) does not meet agreed specifications we will either repair the item(s), replace the item(s) or give you a partial or full refund, at our discretion.
16. Etiko reserves the right to use images of custom garments in the promotion and advertising of its business.
17. Samples: Samples can be made available for sizing purposes. Samples are sent against a bank deposit and it is the customer's responsibility to ensure the samples are returned in good condition. Samples not returned during your order time frame will be presumed purchased and the appropriate cost will be billed to you.
18. Logo Placement: Etiko reserves the right to include its logo to all custom garments.
19. Privacy & Security: Etiko collects customer information in an effort to improve our customer experience. Etiko recognises that it must maintain and use customer information responsibly. We may use customer information for marketing and promotional purposes. We do not sell or give online customer information to any outside company or third party.
20. These terms and conditions may be varied at Etiko's discretion.