

PERSONAL INFORMATION

The personal information you provide to Good People Group Pty Ltd will be used to process your order. Relevant information may be disclosed to third party service providers (e.g. courier companies) for the provision of their service.

MODIFYING ORDERS

- Once your order is confirmed, we are generally unable to change the colours or sizing of your orders. This is due to the stock being picked/ordered and the order being put through and finalised on our systems.
- Any approved changes will incur a minimum AUD \$20 fee, to cover the cost of stock transfers and reprocessing and coding of your order.
- Any changes to your order will add additional processing time (to allow for stock changes/ ordering new sizes in from suppliers etc) and this will be advised to you when possible.
- Additions may be able to be made at the early stages of an order (i.e. prior to stock being packed for dispatch or prior to stock being sent to production for decoration).

CANCELLATION OF ORDER

Cancellation fees can and do apply as outlined below. These fees are to cover or partially cover the time and resources involved in administration, stock transfers/ freight, graphic/artwork preparation etc that is involved in your order processing.

- Please note once your order is paid or confirmed that you may be unable to cancel your order.
- If you cancel an order once order confirmation has been received, then cancellation fees will apply. The minimum fee is AUD \$4 to cover payment processing/merchant charges if your order has not commenced processing/or stock has not been ordered. If your order has progressed to processing, cancellation may not be possible.
- If stock has been transferred between warehouses to fulfil your order for delivery, the minimum fee is AUD \$20.

- If artwork has been prepared, mock-ups issued and emailed, the minimum cancellation fee is AUD \$50 for text only, AUD \$80 for logo artwork for Embroidery and AUD \$100 for Screen Printing.
- For custom orders you may not be able to cancel your order depending on the status of the job as factory time may be booked and garment templates etc are created and the cost of these processes are factored into your order.
- Any logo or vector design and artwork fees engaged by Good People Group Pty Ltd are non-refundable as these are a fee for service.
- These fees vary depending on status of the job, but typically costs involved are artwork fees, factory booking fees for custom uniforms, artwork set-up costs and production time, warehouse restocking fees from manufacturers.
- Customers will not be responsible for cancellation fees if Good People Group Pty Ltd cannot fulfill orders due to any reasons out of our control.
- If an order has already been processed for decoration and or dispatched, the order is not able to be cancelled.

ARTWORK - LOGOS

Good People Group Pty Ltd accept artwork/logos from customers under the understanding that the customer has sought permission from the owner of the artwork/logo for reproduction. Good People Group Pty Ltd will not be held responsible if a customer solicits reproduction without this permission. The responsibility is with the customer for any copyright infringements for logo usage.

ARTWORK FEES & CONDITIONS

- No artwork or set up fees apply for standard embroidery for up to 10,000 stitches, generally for a standard size up to 5 x 10cm, for an order of 50 items minimum.
- Free embroidery logo set up is a maximum of 2 new standard logos per order (i.e. 2 logos placed on each garment x a minimum of 50 items).
- No artwork and set up fees apply to screen printing for 1 colour for a standard print size of A4, for an order of 50 items minimum.

- Additional screen print colours are charged at AUD \$60 per colour.
- Maximum colours for a standard logo for embroidery is 8, any more colours and additional costs will apply (and can be quoted on or will be advised of). Please note that the machine heads hold 8 colour bobbins at one time.
- No artwork and set up fees apply to heat press transfers for a minimum of 50 transfers.
- No artwork and set up fees apply to the addition of standard heat press numbers.
- Additional set up fees may apply for additional required colours and or logos that are larger than a standard sizing.
- A minimum AUD \$50 fee for text, and AUD \$80 for logo artwork Embroidery customer cancellation once proofs have been provided/set up prior to production, applies to all orders. This cost covers some of the physical, artwork and staff resource costs involved in setting artwork up and preparing screens and framing garments ready for embroidery.
- A minimum AUD \$100 fee per colour for customer cancellation of Screen Printing prior to production - i.e. once screens have been established but not printed, applies to all orders. This cost covers some of the physical, artwork and staff resource costs involved in setting artwork up and preparing screens and framing garments ready for print.
- Logos required in different sizes and colours are treated as additional logos.
- Embroidery proofs and screen printing mock-ups/proofs are issued within 3-4 working days of placing your order via email.
- Print and embroidery work will appear differently on different fabrics, i.e fabrics with pill/fleece versus 100% flat polyester, this is the nature of adding decoration to different garments so differences can and will occur over all and are to be reasonably expected.
- Additional set up fees may apply for additional required colours and or logos that are larger than a standard sizing or sizing described above.
- Once your embroidery is digitised and set up for your order (this happens within 3-4 working days of your order being placed), basic edits to the design can be made (i.e change of colour, increase in size, omission of text), however any edits or changes to the design will incur an edit fee, or a set-up fee for a new design entirely.
- Any artwork prepared by Good People Group Pty Ltd (visual mock-ups and artwork proofs) are not to be used externally unless permission is granted by Good People Group Pty Ltd.
- Artwork approvals are required in writing, and it is the customers responsibility to check proofs carefully, any placement, spelling, grammar, or colour mistakes that the customer has approved is the customers responsibility. Artwork proofs will clearly advise sizing, placement, and colour/s of your artwork.
- Repeat artwork for customers who have already approved their logo do not require reapproval. Your order will progress without the approval process, unless you advise of changes, or supply new artwork/logo files.
- Once items are sent to production and artwork is applied, orders are not able to be cancelled as these are branded / logo applied and the property of the customer.
- All artwork supplied to Good People Group Pty Ltd is received by Good People Group Pty Ltd on the understanding that the customer has full permission to reproduce the artwork/logos.
- Approval for Embroidery is requested via email and should be confirmed within 7-14 days, if the customer has not responded to this approval request within this timeframe (reminders will be issued), Good People Group Pty Ltd will continue progress with the order so the order can be fulfilled in our advised timeframe (the customer will be informed the order will proceed with supplied artwork if no response has been received after this timeframe).

- Note: Embroidery, Screen Printing and Heat Press applications are a physical process and garments are framed manually by hand on machines/ tables. Allowances in artwork placements between garments are generally up to 2-5cm allowance is acceptable (depending on logo size/s, garment sizes and placements).

SAMPLE POLICY

- Samples may be purchased only. (Online, Phone, Email Orders accepted).
- Samples of Embroidery or Screen Print are not physically available however emailed proofs are produced once ordered. (You can talk to us about a small run order if required prior to placing a large order).
- Credits for returned samples will be issued less restocking fee will be issued once the sample is returned (if returned within return period and in original sale condition etc).
- A minimum AUD \$20 restocking fee will apply - fees are higher for multiple items and items not returned in sale condition (i.e staff repacking/folding.)
- Customers are asked to limit the amount of samples ordered keeping in mind multiple items will attract a higher return fee (if items have to be ordered in from our manufacturer the return fee can be up to AUD \$30 per item) and keep the order limited to items likely to be ordered to limit fees and postage costs.
- Return of samples and subsequent freight charges is the customers responsibility.
- Approved return samples must be advised of and returned within 7 days, in the original sale condition they were provided in, with tags attached and in original packaging.
- The sample order must be approved by Good People Group Pty Ltd as a Sample Order when purchasing. (Once you place your order we will approve or contact you to discuss the order).
- Samples will not be refunded, only credits for approved sample returns will be applied as stated above.
- Due to the volume of requests, administration time and shipping costs involved, unfortunately we cannot supply free samples.

PAYMENT TERMS

- All transactions are processed in \$AUD.
- Orders will not commence until payment is received (unless on an established Trading Account, where a 50% deposit will need to be paid before commencement of production).
- All prices quoted are including GST.
- Customers will be required to pay for their order at the end of the check out order process online.
- Orders not paid for will not be processed or dispatched.
- Payment terms of 30 days from date of invoice may be given for approved trading accounts. Trading accounts are available for application for business customers with an established trade history of 3 orders and AUD \$3,000 in total trade in a 12-month period.
- Individual receipts for individual staff are not provided by Good People Group Pty Ltd as a policy due to the excess administration time and processing involved. Companies can order in one order and individually invoice their staff and collate payments. Any individual invoices created by Good People Group Pty Ltd for individual staff collated under one order will attract a minimum administration fee of AUD \$4.

CREDIT CARD PROCESSING

- Payment can be made securely online or via telephone by credit card. We accept Master Card or Visa Card.
- You may use our Payment Services to pay for your order online, or for your Purchase Order and Invoices by Credit Card.
- The Credit Card you use must be a current and valid Credit Card and you must be lawfully entitled to use the Credit Card to make such payments (whether as cardholder or as authorised representative of the cardholder).
- By entering your Credit Card details via the Secure Payment Service for your Account, you authorise us to debit your supplied Credit Card for the settlement of the order and invoice/s.
- Credit Card information is stored via Secure Pay, a fully PCI DSS compliant authorised organisation, and payment information is only stored for the purposes of authorised Account and invoice payment/s.

OWNERSHIP

Ownership title of goods remains with Good People Group Pty Ltd until payment has been made in full.

Return of Goods

- Please choose carefully when ordering, ensuring you check size guides, product description & images provided.
- All approved returns for exchange or store credit must be advised of and returned within 7 days of delivery/receipt.
- Goods supplied as ordered (correctly) will not be refunded unless the product is faulty, is not doing what it is supposed to do, is significantly different to those shown in pictures or in the product description.
- Good People Group Pty Ltd will replace or refund any goods that arrive faulty or damaged, or the product is significantly different as shown or described, or is not doing what it is supposed to do.
- Faulty goods must be advised of within 7 days of receipt and returned within 14 days of receipt of stock/notification of fault or damage for inspection before a refund or replacement of stock will be issued. We may need to have the item assessed to determine whether or not you are entitled to an exchange, or refund.
- Decorated goods (goods that have been embroidered or screen printed with your Logo or Artwork) cannot be returned or exchanged unless faulty or required by law.
- Custom made or made to order garments such as Sublimated or Basketball Singlets are not able to be exchanged unless faulty.
- When placing an order it is accepted that the customer has checked the provided sizing charts and measured accordingly. As brands and sizes differ nationally with all leading Uniform brands, it is essential that a size is not assumed due to manufacturing differences in style, shape and fit.
- All items (excluding faulty items) must be in their original packaging (individual poly bags where supplied), with tags attached and in an unworn, unmarked condition, smoke free and in sale condition. All items will be inspected on return and any items not in a sale condition will not be accepted for return or exchange.
- All returns and exchanges must be approved by Good People Group Pty Ltd and are at the discretion of Good People Group Pty Ltd unless required by law.
- All returns and exchanges must be accompanied by a Returns and Exchanges form, which will be emailed to you on request (once your return request is approved).
- Good People Group Pty Ltd reserves the right to reject returns if the goods are returned in a soiled, worn or an unsalable condition on receipt.
- A minimum restocking fee of AUD \$20 is applicable to all exchanges and will increase with the quantity of items ordered (if the items are returned to our manufacturers for non-stock items these fees can be 10% of the order total), to cover handling, administration and re-shelving procedure time unless exchanging goods due to the product being faulty, or required by law.
- Clearance and Specials items are not eligible for exchange or return unless the product is faulty.
- Any returns outside of our sales terms and conditions will be made only at the discretion of Management of Good People Group Pty Ltd and a credit to redeem online may be issued, less the cost of shipping.
- All returns and exchanges must be confirmed as purchases made with Good People Group Pty Ltd.
- Any items returned outside of these terms and conditions will not be accepted.

GARMENT CARE

- Washing instructions are advised on tags of all garments and should be strictly followed to avoid any fading or issues with your garment.
- Washing instructions for the care of garments that have had decoration added such as Embroidery, Screen Print or Heat Press are supplied with your order and should be strictly followed.
- Fading of colours can happen due to the material type (cotton is a natural material that is dyed and will lose colour over time/after numerous wash cycles) and washing and care of the garments.

Factors causing fading are not following washing instructions, over drying (in a dryer or leaving in the hot sun), and using non colourfast washing powders. Polyester retains colour due to the material being manufactured in the colour purchased (whereas cotton is a white fibre that is dyed) so is a colourfast material. Fading over numerous washes and over time of garments or items with natural fibres is to be expected due to the material itself. Any unusual fading or garment/dye runs should be advised of within 14 days (any unusual dye faults will appear on 1st wash).

- Garments placed in hot dryers can and will shrink, and the percentage of shrinkage will vary depending on the fabric technology (cotton will shrink more due to being a natural fibre). All garments have a small allowance for general shrinkage which is expected when garments are washed and dried following the garment instructions. Follow the washing instructions of your garment to avoid any issues with your garment (some garments should never be placed in a hot dryer).
- Any issues with garments that arise from general care and wash and wearing of garments is the customers responsibility unless the garment is faulty (any faults should be advised of within 7 days of receipt) as these factors are outside of our control.

COLOURS

Colours of goods displayed online & colour charts may differ from screen to screen. Garment colours may differ depending on batch and exposure to natural elements. Good People Group Pty Ltd is not responsible for exact colour matching.

SIZING

- Size charts are provided for each item, measurements are in centimetres (cm) unless specified otherwise and are generally a half chest measurement of the garment unless specified. Sizing guides provide information and assistance on how to size garments and interpret size charts.

- When placing an order is it accepted that the customer has checked the provided sizing charts and measured accordingly. As brands and sizes differ nationally with all leading Uniform brands, it is essential that a size is not assumed due to manufacturing differences in style, shape and fit.
- Differences shown in garment length on models to individuals can differ. Length of a garment on the body is dependent on the height of the individual.
- In line with generally accepted industry practices, a 5% tolerance in sizes/measurements should be allowed for when placing your order. (Hand measuring is not a precise to the centimetre (cm) measurement so this allowance should be considered).

DELIVERY & SHIPPING POLICY

- Good People Group Pty Ltd make all efforts to ship your products to your desired destination across Australia generally within 1 to 4 weeks.
- Orders do not commence until payment is received (unless a customer has an established trading account), orders will not be dispatched or commence in production until payment is received.
- Orders that require decoration are a minimum 2 weeks with an estimated delivery time of 2 to 4 weeks, due to the process of production (Decoration is a physical process involving the set-up of artwork, machines and the process of programming and loading machines). This is a general guide of our standard time frame and delays can occur during busy production periods, or due to stock delay supply, or artwork editing/ delays. Any unforeseen delivery delays will be advised to you.
- Custom made uniforms such as Sublimated uniforms are between 4 to 6 weeks for manufacture and delivery as a general guide, and can be longer depending on the requirements, and these timeframes will be advised of at enquiry/quotation and order stage.

- For orders with decoration, if artwork is delayed from the customer after the order is placed or delays in approving from the customer occurs, this can delay production. We cannot book a job in until artwork is provided and signed off for approval.
- Good People Group Pty Ltd cannot be held responsible for delays in providing orders due to supplier's stock/fabric availability.
- Good People Group Pty Ltd will endeavour to make every effort to deliver all orders in completion as promptly as possible.
- If for any reason we are unable to despatch your order you will be notified within 3 working days.
- Good People Group Pty Ltd cannot be held responsible for goods lost or delayed by common carrier, international or Australian Customs departments, or natural disasters.
- Once shipped orders will take 2 - 7 working days for delivery as a general guide.
- Good People Group Pty Ltd ships nationally across Australia only. Overseas orders can be negotiated and arranged for approved accounts, which will involve GST adjustment and a negotiated international postage/courier charge.
- Deliveries can be requested to be delivered without signature (i.e leave at front door) however as contracted services are paid for signature on delivery this is not an assured service (i.e most deliveries will require a signature to ensure delivery and that your delivery can be tracked and traced).
- Orders dispatched via EParcel allow a customer to request and specify a "safe drop" (leaving the parcel in a safe place if not home) or an alternate delivery address. This is emailed to the customer on dispatch and remains in the customer's control.
- Eparcel and Startrack deliveries may be left in a safe place if identified at delivery rather than the driver taking back to the depot. A photograph will be taken to show where the parcel was left.
- For orders delivered to very remote locations (or for approved overseas delivery), a surcharge is applicable and will be advised of prior to dispatch.
- Shipping costs are automatically calculated at checkout and will be processed with your order.

EMAIL CONTACT

Good People Group Pty Ltd may contact customers via email who agree to these terms and conditions at checkout, with discounts or offers on similar item/s via email, with the option to opt out from any further email contact (outside of general contact pertaining to an order made, or inquiry lodged). Emails relating to orders (artwork approval, back order advice, shipping/dispatch notifications, invoices etc) will be emailed to the email provided by the customer when completing the order online or offline. Good People Group Pty Ltd will provide your email to EParcel (Australia Post) or other courier services for the purposes of delivery advice only (emails are sent on their behalf to the customer to track the delivery).

SECURITY

Good People Group Pty Ltd endeavours to maintain a secure website utilising technology to assist us with security on our server and technologies. We use High Grade data encryption technology, via SSL (secure sockets layer). This SSL technology means your information is passed through a secure server at above industry standards. If you have any concerns or questions regarding our Security Policy, please contact us.

DEFAULT ACCOUNTS

Any company or person/s defaulting on an invoice payment will be followed up. All fees involved in recovering the debt will be billed to that company or individual. Any account over 60 days past due may be given to our debt collectors. A 10% interest charge will be added to the invoice every 60 days from the invoice issue date for as long as the debt remains unpaid, and all recovery costs will be added to the outstanding amount.

SHIPPING COSTS

- Orders under \$750 - Flat Rate of ??? per order.
- Orders over \$750 – Free Shipping

Every opportunity will be provided for the Account holder to remit their outstanding account, however any account over 100 days will default to our debt collection services if no arrangement has been negotiated with Good People Group Pty Ltd for settlement. Good People Group Pty Ltd has legal ownership of goods provided if not paid for in full.

DISCLAIMER

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GST

Most goods and services attract a Goods and Services Tax (GST) at 10% if delivered in Australia. All prices in this website includes GST unless stated otherwise.