

SERVICE LEVELS POLICY

General

- Back Order Policy
- Barcoding
- Carriage
- Plain Stock Delivery
- Returns Policy
- Sample Policy
- Own Label Policy
- Deliveries and Lead Times

Embroidery

- Set-up
- Designs
- Delivery
- Minimums

Forward Orders

- Order Policy
- Cancellation Policy

Special Knitwear

- Set-up
- Minimums – existing design
- Minimums – new colour match
- Delivery

Special Sweatshirts & Knitwear

- Set-up Special Colour Match
- Minimums

Special Polo

- Set-up
- Minimums

Should we not receive any written instruction or e-mail and despatch a back order on the date advised, only for a customer to advise upon receipt “no longer required” then one of the following would apply:

Embroidered products: we do not accept the return of embroidered products and will return them to you.

Plain stock products: upon authorisation only, we would accept return subject to our 20% restocking fee.

We do not offer a back order service to proforma customers at present. If we do not have stock at the time of ordering, proforma customers will need to re-order when the product(s) become available.

• Barcoding

Available to all customers on forward orders only and all bar codes must be provided promptly. We are not able to make any amendments to a customer’s barcoding file that we currently hold - any amendments should be made by the customer and sent to us in the correct format ready to print. We do not charge for this additional service.

• Carriage

We offer free carriage on all orders valued at £175 to a single delivery location, although you will not be charged carriage on any back orders. Orders for made-to-order garments (“specials”) are treated as individual.

This means that if you order plain stock or embroidery at the same time as specials, we will treat this as two separate orders. Carriage, if applicable, will be charged on the plain stock/embroidery as it is sent out before the specials are ready. If ordered together, embroidery and plain stock will be sent out together when your embroidery is ready. Should you require plain stock before then, please let us know. If this is at your request, you will incur a carriage cost.

Please note that our carriers make three collections daily and plain stock orders under £175 placed at separate times during the day may incur a carriage charge.

During the very busy “back to school” period of mid- August to end September, we recognise the urgency of any delivery and therefore override these terms and despatch all plain orders same day at our cost to improve customer satisfaction. Please work with us outside this period to help with our costs and therefore ultimately prices.

• Plain Stock Delivery

Next working day for all orders placed up to 5pm (except Ireland which is 48hrs). Deliveries are made up to 6pm on the next working day.

• Returns Policy

To allow us to process your return effectively, please telephone 0161 477 7791 or e-mail info@rowlinson-knitwear.com for a returns number before sending to the returns department.

Any unwanted stock returned for credit must be in a resaleable condition and needs to be authorised by your Account Manager and is subject to a 20% re-stocking fee.

Discontinued lines or specially manufactured garments, i.e. embroidered or special knitwear, cannot be returned for credit.

Items being returned for a suspected manufacturing fault or quality issue will be subject to a full inspection by our UK Quality Control team. A report of these findings is available upon request.

Service Levels | General

• Back Order Policy

Due to the popularity of our products and seasonality of the schoolwear market, on occasions we may not be able to fulfil your order, which may result in a back order.

To avoid this occurring, we recommend customers consider our forward order booking programme which guarantees the delivery of your order. For further information, please speak to your Account Manager.

If a back order situation occurs, you will be advised of the approximate waiting time for your item to arrive and, unless you specify cancellation at that point, we will place this on back order for the date advised. Also, unless we receive a written instruction or e-mail in the meantime to cancel, your back order will be despatched on the date advised.

SERVICE LEVELS POLICY

• Sample Policy

Plain garments: All plain samples are charged but will be sent carriage free. These can be returned for a full credit if sent back unworn and with all labels attached. The lead time for plain in stock garments is 24 hours from request.

Embroidered garments: embroidered sample garments cannot be returned for a credit. The lead time for plain stock embroidered garments is 5 working days.

Special knitwear garments: There is no charge for setting up a sample of a new design of special knitwear. The lead time for a special knitwear sample is 10 working days. Please add on an extra 5 days if you require embroidery on this sample.

Woodbank Signatures: There is no charge for setting up a sample of a new Woodbank Signatures. The lead time for a Woodbank Signatures sample is 20 working days. Please add on an extra 5 days if you require embroidery on this sample.

Special Knitwear and Sweats Colour Match Sample: The lead time from receiving the customers garment/fabric swatch to colour match is 4 weeks.

• Own Label Policy

This applies to printed labels only – woven labels would be assessed separately for each enquiry. Minimum order for printed label is 2,000 each order. An approval form will need to be signed when we provide you with a sample of your label.

Sweatshirt/Cardigan/Jog Pant and Hoodies: Lead times 20 weeks, minimum 504 per colour, style/size/in multiples of 36.

Polo Shirts (Including Tipped Polos): Lead time 20 weeks, minimum 1,008 per colour, style/size in multiples of 36 for sizes S, M, L, XL and XXL with multiples of 72 for smaller sizes.

Plain Knitwear: Lead time 20 weeks, minimum order 2,000 per year (to cover labels), colour/style, size to be in multiples of 3. The lead time from receiving the customers garment/fabric swatch to colour match is 4 weeks.

Special Knitwear: Lead time as per service levels, minimum order 2,000 pieces (too cover labels), colour/style/size to be in multiples of 3. If own label forward orders are required, please contact your Account Manager for further details.

Day to Day Lead Times: Please note our service levels only apply to day to day orders (less than 300 pieces per design), not main “back to school” or large orders. We will provide you with a delivery date for larger volume orders at the point we confirm your order.

Deliveries and Lead Times

• Special Performa® 50 and Performa® Cotton Lead Times

Garment and embroidery design (if applicable) must be approved, then 5 weeks from receipt of order (subject to yarn availability). This is with the exception of annual religious festivals when delivery is extended by 2 weeks. We will communicate these dates as soon as they are confirmed each year.

• Special Rowlinson Courtelle® Lead Times

Garment and embroidery design (if applicable) must be approved, then 6 weeks from receipt of order (subject to yarn availability). For an additional £1 per garment we can supply Rowlinson Courtelle® in 3-4 weeks.

• Special Woodbank Signatures Lead Times

Minimum of 36 pieces (ordered in multiples of 3) up to a maximum of 144 garments per order with a 6-week delivery. For orders with volumes of greater than 144 pieces, delivery is on application.

Service Levels | Embroidery

• Embroidery set-up

5 working days.

• Embroidery designs

All embroidery designs will incur a set-up charge of £30 + VAT. However, should you subsequently place an order for a minimum of 12 pieces against same design, we will credit you with the full set-up charge when we invoice you for your first order. Any alterations to new designs may incur a nominal fee to help cover all additional costs.

We cannot guarantee maintaining the quality of an embroidered design if its stitch count is reduced. As such, we do not recommend reducing stitch counts in order to reduce embroidery costs.

Proforma accounts must be paid before any new designs and/or editing work is carried out. All requests for approved designs will be fulfilled free of charge.

• Embroidery Delivery

4 working days from receipt of order to despatch. Please note that from 1 August to 30 September each year this service may extend. We issue a daily e-shot forecast during this period to clearly advise our current lead times.

Please note our 4-day service level only applies to day to day orders not main “back to school” or large orders. We will provide you with a delivery date for larger volume orders at the point we confirm your order.

Requests to amend an existing embroidery order can only be fulfilled if the request is made during the same working day the order is placed.

• Embroidery Minimums

Minimum 6 pieces per design. For all orders of 6 or 9 garments please add a supplement of £6 per order. However, this small order quantity will not be available from 1 August to 30 September each year.

SERVICE LEVELS POLICY

Service Levels | Forward Order

• Forward Order Policy

Forward orders for new special knitwear designs, Woodbank Signatures designs and new embroidered designs will be processed on the basis that we receive signed approval forms as follows:

Special Knitwear: At least three months prior to the scheduled despatch date.

Special Woodbank Signatures: At least three months prior to the scheduled despatch date.

Embroidery: At least one month prior to the scheduled despatch date. Otherwise, the orders will default to next delivery option. Please speak to your Account Manager for further details.

• Forward Order Cancellation Policy

Requests to amend or cancel forward orders MUST be put in writing by e-mailing the details to info@rowlinson-knitwear.com; on receipt, a member of our customer care team will contact you by return.

Service Levels | Special Knitwear

• Set-Up

Rowlinson Courtelle[®]: 10 working days (from existing colour library).

Performa[®] Cotton or Performa[®] 50: 10 working days (from existing colour library) or 30 working days if a new colour match required.
Woodbank Signatures: 10 working days (from existing colour library).

• Minimums – Existing Design

All special knitwear (striped or special dye colour) is a minimum of 36 pieces, 12 per style, in multiples of 3, i.e. 3,6,9 etc. A confirmed order is required before we conduct a lab dip to colour match a full garment.

• Minimums – New Colour Match

Rowlinson Courtelle[®]: minimum 300 pieces, 12 per style, in multiples of 3, i.e. 3,6,9 etc.

Performa[®] Cotton or Performa[®] 50: minimum 144 pieces, 12 per style, in multiples of 3, i.e. 3,6,9 etc. A confirmed order is required before we conduct a lab dip to colour match a full garment.

• Special Knitwear Delivery

Performa[®] Cotton and Performa[®] 50
 Garment and embroidery design (if applicable) must be approved, then 5 weeks from receipt of order (subject to yarn availability). This is with the exception of annual religious festivals when delivery is extended by 2 weeks. We will communicate these dates as soon as they are confirmed each year.

Rowlinson Courtelle[®]

Garment and embroidery design (if applicable) must be approved, then 6 weeks from receipt of order (subject to yarn availability). For an additional £1 per garment we can supply Rowlinson Courtelle[®] in 4 weeks.

Special Sweatshirts & Knitwear

• Set-Up Special Colour Match - Sweatshirts

Before we can set up and process any special colour sweatshirt orders, a lab dip/colour match must be approved. We strongly recommend that your lab dip colour match is approved quickly, to avoid a delay to your order.

Colour Matching - From receiving your garment/swatch to colour match, please allow up to 4 weeks to receive your sample.

Approved Sweatshirt Order Deliveries - The lead time for special colour sweatshirts is 10 weeks from receiving a signed approval form.

• Minimums

Special dye: 300 pieces (across all styles).

• Set-up Knitwear Performa[®] 50 and Performa[®] Cotton

Before we can set up and process any special colour knitwear orders, a lab dip/colour swatch must be approved. We strongly recommend that your lab dip colour match is approved quickly, to avoid a delay to your order.

Colour Matching - From receiving your garment/swatch to colour match, please allow up to 4 weeks to receive your sample. The lead time for special colour knitwear is 6 weeks from receiving a signed approval form.

• Minimums

New Special dye: 144, minimum 12 per style in multiples of 3 pieces (across all styles).

Service Levels | Special Polos

Set-Up

Before we can set up and process any Special colour polo shirt orders, a lab dip/colour swatch must be approved. We strongly recommend that your lab dip colour match is approved quickly, to avoid a delay to your order.

Colour Matching - From receiving your garment/swatch to colour match, please allow up to 5 weeks for this sample to arrive back. The lead time for special colour polo shirts is 16 weeks from receiving a signed approval form.

Minimums

1000 pieces.