



Artwork/Logo

Design Hub Studio 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. Design Hub Studio 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 use.

Artwork Fees & Conditions

Additional set up fees may apply for additional required colours and or logos that are larger than a standard sizing.

A minimum \$40 fee inc GST for customer cancellation of Embroidery once proofs have been provided/set up PROIR 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 \$40 fee inc GST for customer cancellation of Screen Printing PROIR 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.

Any artwork prepared by Design Hub Studio Pty Ltd (visual mock ups and artwork proofs) are NOT to be used externally unless full permission is granted by Design Hub Studio Pty Ltd.

Once items are sent to production and artwork is applied orders are not able to be cancelled as these are branded and the property of the customer.

Cancellation of Order

Cancellation Fees can and do apply as outlined below. These fees are to partially cover the time involved in Administration, Stock Transfers and Freight, Graphic/Artwork Preparation etc.

Suite 42, Level 10, 122 Arthur Street, North Sydney 2060

Ph: 02 82057572

If you cancel an order once order confirmation has been received then cancellation fees will apply. If the payment was made using a credit card, merchant fee will not be refunded.

If stock has been transferred between warehouses to fulfil your order for delivery, the minimum Fee is \$15.00.

If artwork has been prepared, mock ups issued and emailed, the minimum fee is \$25.00.

These fees vary depending on status of the job, but typically costs involved are artwork fees, set-up costs, restocking fee or full payment of job if items have already been decorated.

If an order has been processed for decoration and or dispatched, the order cannot be cancelled.

Credit Card Processing

A surcharge of 2% on the total invoice will be charged for payments made by credit cards.

We do not store any credit card information once the payment is done.

Colours

Colours of goods displayed on the website & colour charts may differ from screen to screen. Garment colours may differ depending on batch and exposure to natural elements. Design Hub Studio Pty Ltd is not responsible for exact colour matching.

Delivery & Shipping Policy

Design Hub Studio Pty Ltd make all efforts to ship your products to your desired destination across Australia generally within 1 to 4 weeks.

Orders that require decoration are a minimum 2 weeks with an estimated shipping time of 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). Any unforeseen delays over this period will be advised of.



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Design Hub Studio Pty Ltd cannot be held responsible for delays in providing orders due to suppliers stock availability.

Design Hub Studio 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.

Design Hub Studio 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 - 6 working days via road courier as a guide.

Design Hub Studio 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.

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. 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 Design Hub Studio Pty Ltd for settlement. Design Hub Studio Pty Ltd has legal ownership of goods provided if not paid for in full.

GST

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

Ownership

Ownership title of goods remains with us until payment has been made in full.



Payment Terms

All transactions are processed in \$AUD.

All prices on the website are excluding GST and are including GST in the quotation provided.

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.

Personal Information

The personal information you provide to Design Hub Studio Pty Ltd will be used to process your order. Relevant information may be disclosed to third party service providers (eg. courier companies) for the provision of their service.

Return of Goods

Please choose carefully when ordering your Clothing or Products, ensuring you check Size Guides, Product Description & Images provided.

If any of the information is not available on the website, please contact Design Hub Studio Pty Ltd before placing the order.

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.

Design Hub Studio 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 returned within 7 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 by the manufacturer 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.

When placing an order the customer should have 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.

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Exchanges must be made for incorrect sizing within 7 days of receipt of stock, however as size guides are provided, the cost of return and re-shipment will be at the customers expense. All items must be in their original packaging, with tags attached and in an unworn, unmarked condition.

All returns and exchanges must be approved by Design Hub Studio Pty Ltd and are at the discretion of Design Hub Studio Pty Ltd unless required by law.

All items returned must be in their original packaging, with tags attached and in an unworn, unmarked condition unless returning due to the product being faulty or damaged, or the product is significantly different as shown or described, or is not doing what it is supposed to do.

A minimum restocking fee of \$10 is applicable to all exchanges and will increase with the quantity of items ordered, to cover handling, administration and reshelving procedure time unless exchanging goods due to the product being faulty, or required by law.

Clearance Items are not eligible for exchange or return 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.

Any returns outside of our sales terms and conditions will be made only at the discretion of Management of Design Hub Studio 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 Design Hub Studio Pty Ltd.

Sample Policy

Samples should be purchased.

Approved return samples must be advised of within 5 working days and returned within 7 working days, in the original sale condition they were provided in.

Refund/Credit less delivery will be given at the discretion of Design Hub Studio's approval.

A minimum \$10 restocking fee will apply - fees are higher for multiple items and items not returned in sale condition (i.e. staff repacking/folding.)

Return of samples and subsequent freight charges is the customers responsibility.

The order must be approved by Design Hub Studio as a Sample Order when purchasing.

Due to the volume of requests, administration time and shipping costs involved, unfortunately we cannot supply free samples.



Shipping

Shipping cost will be provided in the quotation once we receive your requirement and the shipping address.

Disclaimer

Product information contained on this Web Site is provided by Design Hub Studio Pty Ltd in good faith. The information is believed to be accurate and current at the date the product information was placed on this Web Site.

Design Hub Studio Pty Ltd does not warrant that the Web Site or any products or services advertised on the Web Site will be available or will meet a customer's requirements.

Design Hub Studio Pty Ltd does not warrant that your access to the network or the information contained in any content will remain error free, or that the network or the server which stores and delivers the website and its contents to you will remain free of viruses or other harmful components. By accessing the website you agree that Design Hub Studio Pty Ltd will not be liable as a result of any error, virus or harmful component.

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Design Hub Studio Pty Ltd Web Site is owned and operated in Australia, trading as Design Hub Studio Pty Ltd (ABN 56 768 120 366). Design Hub Studio Pty Ltd PO Box 3795 Success WA 6964.



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By accessing, browsing or using this Web Site, you agree to the terms, conditions and disclaimers herein.

By purchasing an item advertised on this Web Site you agree to be bound by these Terms and Conditions. Design Hub Studio Pty Ltd may amend these Terms and Conditions from time to time and any amendment will become effective immediately. Your continued use of this Web Site after amendment constitutes an agreement to abide by and be bound by those Terms and Conditions, as amended.