

Thank you for considering Sussex Clothing for your personalised garments, we are really looking forward to working with you. Before we get started here are a few terms and conditions we'd like you to be aware of.

Terms & Conditions

Once payment has been made, changes to size, colour or style of the garments are **no longer possible**.

Once the design proof has been approved, no further changes can be made to the logo.

Once the embroidery test has been approved by the customer, no further changes can be made to the embroidery.

If you're a new customer a minimum order of **10 garments** will apply.

If you are providing the garments, **we are not responsible** for replacing them if they are damaged during the personalisation process.

Any issues with the clothing must be reported within **3 days** of receiving the order.

Samples are eligible for a refund: however, a **20% restocking fee will be deducted and delivery is non-refundable**.

For orders with **deadlines**, the design approval, order confirmation and payment must be received by the specified time.

Damage to garments/ branding caused by incorrect care (washing / tumble drying etc) **is not covered under warranty**.

Visuals are for **illustration purposes / general guide** and we cannot guarantee placement will be millimetre perfect.

ANY changes to logo size/ design for embroidery will incur a new set up fee.

Keep your garments looking as good as new !

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| DO | DO NOT |
| ✓ Wash your clothes inside out on a cold wash | ✗ Tumble dry |
| ✓ Inform us straight away of any issues | ✗ Do not iron over your personalised logo/ design |
| ✓ Use a mild detergent | ✗ Do not wash in extreme heat |

