

TERMS & CONDITIONS

EXPRESS PROMO

PRICES

All prices shown are limited time special offers and subject to change at any time up until payment is received. Delay in payment for an order may require price adjustments between ordering and payment if product prices change during that period.

Prices displayed are exclusive of GST. All pricing does include delivery to one location Australia-wide, basic artwork setup and the decoration option as outlined in the product listing.

Additional charges apply for additional decoration options (e.g adding a second print colour to an item that includes a one (1) colour print). Some decoration options may incur an extra cost if changes are made. This will be conveyed and discussed before an order moves to production. Examples of this are embroidery prices being based on up to 10,000 stitches, some logos will require additional charges if the stitch count exceeds this. Metallic thread colours will incur an extra cost depending on qty and logo size.

Split-deliveries will incur a delivery charge per additional location.

Due to currency and materials fluctuations, prices are subject to change without notice.

If there are pricing inaccuracies or changes in quoting (including after payment made) we reserve the right to adjust pricing after discussion or cancel the order and refund payment if preferred.

ARTWORK APPROVAL

Logos are to be supplied in vector format or as a high resolution image. Without either of these file types a logo redraw fee will need to be applied in most instances. This will be applied after the order is placed if the logo supplied is not sufficient.

An artwork proof will be supplied for all orders (excluding exact repeat orders). Once the approval is received it is necessary to sign/scan and return the signed approval form by email. Without the signed approval form production & advertised production times will not start.

After a signed artwork approval is received back from the customer, the order will be scheduled into production. At this time it will be too late to make any adjustments. Express Promo (ANBP Pty Ltd) are not liable for any errors in your chosen decoration method (e.g printing, engraving etc) if the customer has approved incorrect artwork. The client must ensure product details, colours, quantities, decoration methods and artwork details are correct prior to approving their artwork. Any costs incurred in reprinting and reproducing the items will be at the customer's discretion and cost.

COLOUR MATCHING

All printing and embroidery colours in your artwork approval are to be used as an indicator only and some variations may occur between monitors. Colours on the screen can look different when printed. To get as close to a match as possible, you must supply a PMS colour for printing. We do our best to closely match PMS colours however an exact match is not always possible. Express Promo takes no responsibility for incorrect colours supplied by the client. Every effort will be made to match the nominated print colours however exact matches are not guaranteed and tolerance to 2 shades is to be considered acceptable.

PRODUCT IMAGES & COLOURS

All product images should be used as a guide only. Some slight differences may be evident between the photo and actual product at times. This may occur between different batches of stock and product photos not being updated. The product description will explain product features such as sizing. Be sure to read all details before confirming an order.

Product colours may vary slightly compared to what is seen on screen, there are a variety of reasons for this including different colour profiles across different computer screens and also slight variations in colours between batches of stock. If the product colour is 100% critical then we highly suggest ordering a physical sample before giving approval and proceeding on a full order.

Express Promo will not take any liability for slight colour variations between orders as this is common industry standard.

ORDER FULFILLMENT

An order will be confirmed as completed in full for anything over 98% quantity supplied. With the large volume of some orders there may be slight variances in final quantities. Anything short of 98%, Express Promo will provide a refund for the shortages rather than providing the extra items due to the complexity of some printing processes. If you receive an order short you must be notify Express Promo within 6 hours of signing for the delivery. Notifying Express Promo after this time will void any claim of short receipt of goods.

We cannot take any liability for goods if they are lost or misplaced after a delivery occurs. Confirmation from the courier as the goods being delivered to your supplied address is deemed as a successful supply of the order.

DELIVERY DATES

Due to seasonal influxes, demand on some items and factors out of our control, refunds will not be given for any changes to estimated or confirmed delivery dates. Express Promo will advise if your deadline can not be met and if possible, an alternate solution may be provided.

NEXT DAY DISPATCH

Next Day Dispatch is available on some items in the Express Range. Next Day Dispatch is one (1) business day after payment has been received and your artwork is approved (must be approved and paid prior to 11am). For e.g if you place an order at 6pm on Wednesday and your artwork is approved at 10am on Thursday, your order will be dispatched from our warehouse on Friday. If your order is placed at 10am Thursday and your artwork is approved at 4pm the same day, your order will not be dispatched until the following Monday.

Please factor in 2-4 hours for artwork to be setup and returned for approval.

CANCELLING AN ORDER

If your artwork proof has been approved, Express Promo can not cancel your order as your goods are likely to be in production.

If you request to cancel your order before an artwork approval is sent a \$25 administration fee will be deducted from your payment before a refund is issued.

If you request to cancel an order after you receive an artwork approval (before returning the signed approval) then a \$25 administration fee plus a \$20 artwork fee per item will be deducted from your payment before refunding. This fee is used to cover the cost of our qualified graphic designers in preparing your artwork.

The above charges are put in place to ensure the cost of our graphics designers are covered, hopefully once an order is placed we have the opportunity to complete your order to ensure you see the amazing quality of our products and the efficiency of our production.

STOCK AVAILABILITY

Inventory stock is on a first paid/approved basis. Stock is not secure until both payment and artwork approval are received. If we do not have stock at the time your order we will contact you to offer an alternative or offer a refund if preferred. If you place an order and stock is no longer available, you will be given the option of an alternative or a full refund of your order. Not all stock is held in our own central warehouse and some stock can only be sourced/ordered once both approval and payment are received.

SHIPPING

Shipping instructions, delivery instructions and delivery dates (if applicable) must be included in your order. Changes to shipping instructions must be in writing and confirmed by Express Promo. We will not be responsible for delays by the courier. Delays caused by couriers are not the responsibility of Express Promo and no refunds, credits or returns will be given to the client due to carrier issues.

ACCEPTANCE

By processing your order, accepting a quote or invoice via email, or by signing off on an artwork approval, you are agreeing to the terms and conditions.