

QUOTE REQUEST: PLEASE COMPLETE THIS FORM



Date: \_\_\_\_\_

CUSTOMER DETAILS

CLIENT/COMPANY NAME	
PHYSICAL/POSTAL ADDRESS	
E-MAIL ADDRESS	
TELEPHONE/CELLPHONE NO	
CONTACT PERSON	

GARMENTS PROVIDED BY:	TUSK T-SHIRTS NAMIBIA <input type="radio"/>	CUSTOMER <input type="radio"/>
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GARMENT SPECIFICATIONS

QUANTITIES

	GARMENT DESCRIPTION T-Shirt/Golf Shirt/Sweater/Hoody/Overall etc	COLOUR	XS 1-2	S 3-4	M 5-6	L 7-8	XL 9-10	2XL 11-12	3XL 13-14	4XL	5XL	TOTAL
1												
2												
3												
4												
5												

BRANDING INSTRUCTIONS

	LOCATION	SIZE	COLOURS	SCREEN PRINT OR EMBROIDERY	ARTWORK
	Front, Right or Left pocket, Back, Back Neckline, Right or Left Sleeve, Bottom hem line	From businesscard size up to A3 portrait page size	How many colours in your design?	Please choose one of the branding options	High res artwork supplied by client Artwork needs to be re-drawn A new design is needed
1					
2					
3					
4					
5					

Delivery deadline: \_\_\_\_\_

All orders with a specific deadline must receive written confirmation from Tusk T-Shirts Namibia. Requesting a deadline does not make it effective, as scheduling often needs to be confirmed with our production manager.

Terms & Conditions:

I have read, understand and fully accept the terms and conditions.

## Terms & Conditions

### Deposit And Payment

A 50% deposit is required to begin printing for large orders. Payment in full is expected when the order is complete and before we release the order. We accept cash and credit cards (Master Card, Visa, and most debit cards) or EFTs.

### Quotations

Quotes expire in 30 days and are subject to change upon review of submitted artwork. Prices may be revised at the time of invoice based on actual prints.

### Minimums

Unless agreed otherwise, our minimum order is 10 items. When screen printing, one colour at a time is applied and therefore the cost will increase with each additional colour applied. Likewise a separate screen is required for each colour, and hence, screen charges may be uneconomical if only a small quantity of clothing is required.

### Turnaround Time

Typical turnaround time is 15 working days from the time that a 50% deposit is collected and art mock-ups are approved with a signature or via email. Some services will add to our typical turnaround. Rush charges may apply for orders needed sooner than our typical turnaround. Turn time on larger orders (100 pieces or more than 5 designs) may require longer time to produce.

### Rush Orders

We understand that there are occasions when orders are needed sooner than 10 business days and we strive to fulfil those orders. We cannot guarantee that we will accommodate all rush orders.

### Holidays

Public holidays are not working days for us so please consider this in regards to turnaround time and rush charges.

### Out Of Stock

It is unfortunate, but sometimes our suppliers will run out of particular styles or colours. If this happens we can offer a variety of possible substitute products from other suppliers, or you can choose to wait until the items are back in stock.

### Graphic Design Services

We welcome customers who come with their own designs or have worked with a graphic designer on their own time to develop the designs for their project. However, if this is not an option, we do offer graphic design services at an additional charge.

### Garment Selection And Subjectivity

For custom orders we purchase and supply the garments. We expect our customers to do research on garments before placing an order with us. We will show customers samples of what we can offer to aid the decision, but we cannot guarantee

that a sample of every garment is available at all times. Most garments are available in 3XL size and larger, but we only order those on special request and there will be an additional charge for them.

### Manufacturer Defects

Tusk T-Shirts Namibia is not responsible for mistakes or defects on behalf of the manufacturer or distributor: mislabeled sizes, inconsistent colouring, dye lots, manufacturer garment defects, etc. It is highly recommended to order more garments than needed for each size. All additional garments will be included in the print run and we will bill for what is printed.

### Customer Supplied Garments

We may be unable or refuse to print on certain garments based on garment fabric content. All price tags, stickers or labels have to be removed from the garments by the customer, prior to printing. We also recommend washing new garments before they are printed to prevent dye transfer.

### Mistakes And Misprints

In this industry (and any printing industry), misprints do happen. A screen could come out of registration, we may find a defect in the garment, the garment may come from a bad dye lot, etc. If we misprint a few of your garments then we will NOT charge you for these, and we will even throw them in with the order at no charge if they are passable. Since misprints can happen, we do encourage you to order extra garments if you need exact quantities. In the event that we make an error in printing your shirts, we will reprint the order for you at no additional cost. We do not offer refunds.

### Colour Fidelity On Silk Screen Prints

Because of the printing process, you may notice some minor colour variations between locations. Our heat curing system can affect the dischargability of a fabric, which can affect the appearance of the colour of the second print even when we use the exact same ink throughout the process. While we can't guarantee an exact match for both locations every time, we will absolutely try our best and hold ourselves to the same high quality standards we usually do.

### Receiving Your Order

We encourage you to check the quantities and quality of the garments you receive from us immediately. Tusk T-Shirts Namibia cannot be held accountable for defects or problems with your order unless contacted within 48 hours of delivery.

### Order Cancellation

In the event an order needs to be cancelled, refunds or return of deposits will be based on the status of the order (Have the items been ordered? Have any of the items been printed? etc.) and may be subject to penalties and/or restocking charges.

*Terms and prices are subject to change without notice.*