

MAKING CLOTHING IS FUN & CREATIVE, BUT CAN ALSO BE TEDIOUS & TRICKY... PLEASE REMAIN PATIENT WITH THE PROCESS!

IN ORDER FOR US TO DO A GOOD JOB, WE NEED A REALLY CLEAR, DETAILED & SPECIFIC BRIEF FROM YOU OUTLINING WHAT YOU WANT.

WITHOUT A CLEAR BRIEF, ITS IMPOSSIBLE TO ACHIEVE AN UNDETERMINED GOAL, OR DO IT QUICKLY.

FASHION MOVES FAST, SO DO OUR SUPPLIERS, SOMETIMES WE NEED QUICK ANSWERS & APPROVALS TO KEEP A PROCESS MOVING.

NOTHING IS SET IN STONE IN THE CLOTHING INDUSTRY, EVERY SINGLE FABRIC / PATTERN / STYLE / ARTWORK / APPLICATION CAN PRESENT NEW CHALLENGES TO OVERCOME. THIS IS THE FUN OF IT! BUT THIS ALSO SOMETIMES MEANS UNFORESEEN DELAYS.

WE CAN ONLY MOVE AS QUICKLY AS YOU GIVE US FEEDBACK. IF WE DONT GET FEEDBACK, WE WONT CONTINUE UNTIL YOU DO.

BARE IN MIND OUR STUDIO IS A PRACTICAL, HANDS ON SPACE, WITH ONLY 5% OF US ACTUALLY WORKING ON SCREENS. IF WE TAKE LONG TO RESPOND, ITS SIMPLY BECAUSE OUR HANDS ARE FULL OF FABRIC, PATTERNS OR BUSY WITH FITTINGS.

WE USE EMAIL MOSTLY FOR BRIEF, DIRECT & FINANCIAL RELATED INFO, WHILE WHATSAPP IS A MUCH BETTER TOOL FOR VISUAL UPDATES, NOTES & APPROVALS AS THIS IS WHERE MOST OF OUR SUPPLIERS WORK TOO.

PLEASE REMEMBER THAT EACH & EVERY SINGLE PROJECT IS DIFFERENT, WE ALSO REQUIRE SOME TIME TO FIGURE OUT THE BEST WAY FORWARD FOR YOUR VISION. PLEASE ALLOW US THIS. IF WE'RE QUIET, WE'RE WORKING.





TERMS & CONDITIONS

2024/2025

ONLY ONCE 50% DEPOSIT IS PAID, WILL WORK BE BOOKED INTO THE PRODUCTION SCHEDULE & DATES CONFIRMED.

A 75% TOP UP BALANCE MAY BE REQUESTED DURING PROJECT PROGRESS.

ITEMS WILL ONLY BE RELEASED ONCE FULL PAYMENT OF FINAL INVOICE IS MADE.

ALL FABRICS, LININGS, TRIMS, CLOSURES, COTTONS, LABELS, BRANDING, PRINTING, EMBROIDERY, PACKAGING ETC. WILL BE FOR THE CLIENTS EXPENSE, AS PER SUPPLIER INVOICE UNLESS PROVIDED.

ALL SAMPLES WILL BE MADE AS CLOSE TO PERFECT AS POSSIBLE, BUT WHERE UNPICKING/REDOING WILL CAUSE TOO MUCH DAMAGE, ITEMS WILL BE LEFT AS IS.

IF ANY ITEM THAT HAS BEEN MADE IN THE STUDIO HAS PRODUCTION FLAWS, WE WILL GLADLY FIX THEM AT NO ADDITIONAL CHARGE.

ONCE A DESIGN HAS BEEN SIGNED OFF & APPROVED BY CLIENT, ANY CHANGES TO STYLE OR DESIGN WILL BE ADDITIONALLY CHARGED FOR.

ANY ADDITIONAL FITTINGS OR SOURCING, OVER & ABOVE WHAT THE INVOICE ACCOUNTS FOR, WILL BE ADDITIONALLY CHARGED FOR.

PRODUCTION LEAD TIMES CAN ONLY BE ESTIMATED ONCE DEPOSIT HAS BEEN PAID & A PRE-PRODUCTION SAMPLE HAS BEEN RUN TO DETERMINE TIME PER UNIT ESTIMATE.

PRODUCTION DEADLINES CANNOT BE GUARANTEED, AS CLOTHING PRODUCTION IS A VARIABLE PROCESS WITH A HUMAN ELEMENT TO CONSIDER.

ANY LEFTOVER FABRICS, TRIMS, THREADS ETC. WILL BELONG TO THE CLIENT, ALONG WITH ANY PATTERNS, SAMPLES & GRADED SETS - ANYTHING ITEMIZED IN INVOICE.

WE WILL ALWAYS REQUIRE THE MOST RECENT SAMPLE ON HAND TO EXECUTE PRODUCTION EFFECTIVELY & WITHOUT ERROR.

PRODUCTION CANNOT COMMENCE UNTIL SAMPLES HAVE BEEN FULL SIGNED OFF BY CLIENT.

SIZE SAMPLING IS ALWAYS ADVISED TO ENSURE EACH SIZE TRANSLATES TO THE INTENDED VISION.

SIZE TESTING IS TO BE DONE BY CLIENT WITH THEIR INTENDED TARGET MARKET.

ADDITIONAL SERVICES SUCH AS UNIT COSTINGS, BUDGETS, RANGE PLANNING, RETAIL ACCESS & BRAND PARTNERSHIPS CAN BE REQUESTED AT AN ADDITIONAL COST.

CLIENTS ARE WELCOME TO STORE MATERIALS & PATTERNS ON SITE WHILE OR IF IN REGULAR USE, BUT OTHERWISE MUST COLLECT STOCK WITHIN 3 MONTHS OF PROJECT END, OR STORAGE WILL BE CHARGED FOR.



HOW MUCH WILL MY SAMPLES / PRODUCTS COST?
PLEASE REMEMBER THERE ARE MANY STEPS IN PRODUCT DEVELOPMENT BEFORE WE ACTUALLY GET TO SEWING AN ITEM. ALL OF THESE STEPS NEED TO BE ACCOUNTED FOR.

HOW MUCH WILL MY PRODUCT COST PER ITEM?
THIS IS VERY DIFFICULT TO DETERMINE UPFRONT - WE CAN OCCASIONALLY GIVE YOU AN ESTIMATE, BUT WE CAN ONLY ACCURATELY CALCULATE A UNIT COST ONCE WE HAVE MADE A SAMPLE SO WE KNOW EXACTLY HOW MUCH TIME, FABRIC & TRIM A SPECIFIC ITEM REQUIRES.

HOW LONG WILL IT TAKE TO MAKE MY GARMENT?
THIS DEPENDS ON MANY VARIABLES - FROM RECEPTION OF A FULL & DETAILED BRIEF FROM CLIENT, TO SETTING THIS UP TECHNICALLY IN STUDIO, EXISTING PRODUCTION SCHEDULES, SUPPLIER LEAD TIMES, CLIENT FEEDBACK PROCESSES & QC STEPS ALONG THE WAY.

IS THERE CLIENT CONFIDENTIALITY?
ALWAYS, IF YOU COMMISSION US TO CREATE A CUSTOM DESIGN, EVEN THO WE HOLD THE PATTERNS WHILE BUSY WITH THEM, THIS ULTIMATELY BELONGS TO YOU.
IF ANOTHER CLIENT COMES WANTING THE SAME ITEM, WE WILL START FROM SCRATCH, OR COMMUNICATE WITH YOU IF THEY REQUEST AN EXACT COPY.

WHY IS MY PRODUCT TAKING SO LONG?
MOST LIKELY, WHICH IS OFTEN, THERE HAVE BEEN DELAYS IN THE PROCESS FROM RECEIVING A CLEAR BRIEF, PAYMENT, SUPPLIER LEAD TIMES, CLIENT FEEDBACK & APPROVALS & CHANGES ALONG THE WAY. PLEASE REMAIN PATIENT, WE ARE DOING OUR BEST.

