

BW DESIGNS TERMS & CONDITIONS

WEBSITE: WWW.BRPWORKWEAR.COM

EMAIL: ORDERS@BWDESIGNSGROUP.COM

PHONE: 877-743-3932

FAX: 866-374-4339

CONTACT INFORMATION

WEBSITE - WWW.BRPWORKWEAR.COM

ORDERS DEPARTMENT - BW DESIGNS, LLC

EMAIL: ORDERS@BWDESIGNSGROUP.COM

PHONE: (608) 850-2003 (Direct Line and International Calls)

(877) 743-3932 ext. 3 (Toll Free Calls in the US and Canada)

FAX: (866) 374-4339 (Toll Free)

REFERENCE:

BW Designs, LLC herein referred to as the vendor and any authorized dealer or customer herein referred to as the customer.

PRICING:

Prices do not include any applicable duties, taxes, or shipping charges from BW Designs (Waunakee, WI USA). All prices and terms are subject to change with 30 days' notice. All dealer logo emblem prices are subject to change based on stitch counts and complexity that may exceed the maximum stitch count or complexity calculated for each price level. There may also be additional digitizing charges. The customer before manufacturing will authorize all extra charges.

SHIPPING:

UPS, DHL, or FedEx may be used unless otherwise specified by the customer. Freight and handling charges will be added to customer's invoice.

PAYMENT TERMS:

All orders are confirmed via PDF documents with customer and will state the terms of the customer. All orders are usually paid via credit card, wire transfer, or PayPal. All dealer logo emblem orders are charged at the time of order and all garment orders are paid for at the time of shipping (unless the customer is set up on payment terms). COD orders can be requested but may require additional administrative work to get order processed. All COD customers will be notified of the total amount due when vendor ships the order. Customers may also send a company check prior to processing the order. Orders over \$2500.00 may require 50% down and 50% COD or Credit Card. ALL WISCONSIN CUSTOMERS must provide "use tax exemption certificate" and only resold items will be tax exempt. If a number is not supplied all orders may be subject to applicable sales tax. All uniform orders will be charged sales tax in Wisconsin because they are not resold.

LEAD-TIMES (2-3 weeks if dealer logo emblems are in stock, 4-6 weeks on new orders...details as follows:)

1. The "LEAD-TIME" starts only from the time an order is actually approved from an estimate (by the vendor and the customer) and is turned into an order confirmation (which is emailed to the customer).
2. In order for an "ESTIMATE" to be turned into an order, your dealer name or logo emblems will have to be on order and paid for.
3. If your order is put into a "PENDING" state for any reason, it will not be turned into an order.
4. Please note "SHIP DATE" on your order confirmation and stay tuned for any updates sent to your email address posted in the customer's "MY PROFILE" online.
5. For new employee hires where dealer uniform shirts are needed quickly, please contact our customer service department directly by emailing them at orders@bwdesignsgroup.com.

BACK ORDERS:

Customer will be contacted on all backorders that will not ship within 21 days after original order ships OR whatever "next in hand date" is posted on the vendor's website. Back orders will not be cancelled without notifying the customer. Back orders may not be cancelled without vendor's approval.

RETURNS AND CLAIMS:

At BW Designs, LLC, customer satisfaction and production of high-quality product are our primary goals. Occasionally a substandard garment may get past our QC department. If this happens and you receive defective merchandise, please contact our "orders department" via an RA form. All terms and conditions for claims and returns are listed on the vendor's RA form.

CANCELLATION POLICY:

Once an order "estimate" is converted into an "order confirmation", orders CANNOT be cancelled and customer could be liable for 100% of the order value. Depending on the status of the order, the vendor will always do what it can for the customer.

WARRANTY:

BW Designs, LLC stands behind any defects that might occur due to normal wear and washing conditions up to a period of 6 months. Any product in possession of the customer beyond the 6-month period would be at the discretion of the vendor. Please read all washing instructions carefully.

OWNERSHIP OF DEALER EMBLEMS:

Dealer emblems are solely intended for use on BW Designs Work Wear garments (both licensed brands and its own Throttle Threads® brand) and shall under no circumstance be distributed individually unless approved by BW Designs. BW Designs holds your excess emblem inventory to accommodate future uniform garment orders reducing turn around time and garment order minimums. BW Designs, LLC reserves the right to dispose of dealer emblems if garment orders are not placed within a two year period.

SAMPLING POLICY:

All samples are invoiced at normal price. Customer is responsible for freight charges to and from BW Designs. Upon an authorized return of undamaged merchandise, BW Designs will issue a full credit on all in-stock merchandise, such as industrial work shirts. All non-stock merchandise will be credited back the normal price but will be charged a 30% restocking fee. Size kits are available for all in-stock garments. A return label will be included with size kit and must be returned within 1 week of receiving.

THANK YOU FOR YOUR BUSINESS.

