

**Domestic Postage:**

Game Gear produces our top quality product off shore. We work with 5-10 production teams globally and have access to the very latest and best sports specific materials, patterns, and designs in team wear and apparel.

Game Gear import our goods and deliver to our showroom in Brisbane for our last quality control process, where orders are picked and packed for domestic post to our customers.

Game Gear charges a domestic postage fee of:

\$50+gst for 20-30 items

\$1.00 per item greater than 30

**Return Policy:**

Any goods deemed faulty by the customer needs to be returned within 30 to Game Gear. Returns must be notified to Game Gear with clear instructions and interpretation of the claim in writing to Game Gear within 30 days via email, letter or fax.

The customer understands that the orders placed with Game Gear are made specific to the customers needs and requirements and therefore any returning of garments can not be resold or reused, and therefore the claim must be absolute.

The conform [confirmation form] supplied by Game Gear and signed by the customer is final and absolute and all return claims will be referred to the conform to interpret any claim.

At times there can be minor discrepancies during production, and whilst we do not accept these to fit with our high standards of workmanship, we will do everything we can to work with the customer to find solutions.

Game Gear requires reasonable opportunity from the customer to resolve any matter regarding any claim to return goods.

Refunds will be not granted unless Game Gear has exhausted all possibilities in finding a reasonable solution for our customers, or unless the goods provided are received in such a standard that it severely inconveniences the customer and the goods can not be used for the intended purpose.

Game Gear hold no responsibility for meeting exact date deadlines for tournaments, start of season, events, etc. Game Gear has one of the fastest 'made to order' services in Australia and globally, we endeavour to produce and deliver orders as soon as possible, however there are circumstances that are out of our control.

Game Gear do not wish to be advised nor will be held responsible of any competition points lost, nor any confrontations with organising committees, other players in teams, etc.

Game Gear's turn around times are estimated at 3-4 weeks for cut and sew garments and 4-6 weeks for sublimation garments. The time of turn around begins once the customer signs and returns the conform and makes payment against the account and not earlier during enquiries.

The customer understands that these are times we strive to meet, however we may experience delays along production of quality control, freight and postage, etc.

The customer understands freight and postage [domestic and/ or international] is contracted from Game Gear. Game Gear insure, register and deliver through such contactors as TNT, DHL, Fedex, Aust Post, etc and have no control over these services. At times using these services we have experienced packages to become delayed, or find themselves in destinations that were not intended.

Game Gear requires 2 weeks to evaluate and reply to any complaint or return to best assess and determine the outcome suitable for that particular circumstance, for not only Game Gear but also the customer.

A complaint form, obtained by contacting Game Gear, and high resolution photos need to be submitted before action will be taken and the return can be assessed.

Game Gear will allow customers to still use goods that need to be replaced, returned or amended to ensure the customer is not inconvenienced.

**Cancellation Policy:**

If an order is cancelled within 48hrs the client will be reimbursed 50% of the payment made. If an order is cancelled after 48hrs no refund will be given as our production teams would have passed the process of sourcing material, cutting, sewing, print preparation, etc.

**Design Policy:**

Game Gear provides an unlimited design service to our paying customers. Designs can take many hours to create from our expert team, so we reserve this service for customers who have accepted our terms and conditions, processed an order based on our prices, availability, turn around times, services.

Our prices do not vary on design ability. We have a professional design department and can match designs, recreate designs, and spend as long as necessary to generate a design that our customers are comfortable with.

### **Order Change:**

\$130.00 will be charged if a customer would like to make changes to any order within 48hrs. This includes sizing, numbering, quantities, logos, lettering, etc

Changes can only be made to regular orders, not express orders

### **Game Gear Logo Placement:**

Game Gear reserves small logo placement on all garments front neckline, back neckline and side of shorts. Our product is our best form of marketing; we believe in our high quality standards and are able to keep our prices low from this form of advertising.

Game Gear will indicate the logo placement on design templates presented to customers and will use your design colours in our logo for discretion.

A \$10.00 per logo fee will be charged to any customer insisting to remove the Game Gear logos

All Game Gear logos will be approx 9cm x 3cm back neckline and 6x2cm front neckline

The placement of the Game Gear logo can be discussed with Game Gear management prior to production, and maybe moved on the garments to suit the design and other logo placement.

### **Colour Interpretation:**

Computer screen colours do not represent true material and sublimation print colours – these are for design purpose only, however are a good indication of the finished result.

Specific pantone colours should be disclosed to Game Gear during the ordering process if required, however may not be available. Designs that include a gradient effect will incur an extra \$100.00 artwork and print fee due to the risk involved and extra designing required.

Logo colours should be provided to Game Gear during the ordering process, otherwise customers understand colours chosen by Game Gear that match the original file provided by the customer.

### **Samples:**

Garment samples can be produced by Game Gear if a customer would like to see a representation of the final result. Samples are produced at a cost, where an invoice will be generated for the cost, then waived if an actual order is placed. These costs include:

Art work and service setup – \$200.00+gst

Domestic postage – \$40.00+gst

Sample charge @150% of <20 items on the price list

### **Garment Alterations:**

No alterations to patterns can be made to sublimated orders as the patterns are already preset on machines and in artwork ready files for printing.

For cut and sew garments, customers may change patterns to meet size requirements, body shapes, shoulder width, etc and will be charged accordingly at \$10.00 extra per garment alteration

### **Re-Orders:**

Game Gear honour re-orders at the same price as the original invoice. For example if a customer purchases a soccer Jersey at \$40.00 x 100, any re-orders and one off replacements may be purchased for \$40.00

Our customers are given a maximum of 12 months to re-order any quantity. After 12 months customers will have to purchase by Game Gear's standard ordering processes including setup fees etc.

