

White label F A Q 'S and T & C 'S

Terms and conditions

If you're interested in a specific product but are unsure please contact us for more support.

Please note during peak times this may take up to 5 working days to get back to you.

Your order

Please email us with your order sheet and we will get back to you with any questions/ further details about shipping fabrics and lead times.

This will include the exact number of units you'd like to have made, your chosen fabrics, your label placement, and any other information you'd like us to know.

Payments

All payments will be taken before work will begin, on any order. On receiving your order we will send you an invoice for the total amount, plus postage.

All outstanding payments are required to clear before work on any further orders can start.

Sampling

Any products produced for a client must be sampled and approved first. This includes any alterations to an existing product or a change of material from that you may have originally sampled with us in. This is to check you're happy with the finish, positions of labels and fabric positioning. One sample will be made from your total unit amount - so if you wish for 20 pieces, please add 21 to include your sample item.

A sample is produced to ensure we are happy to work with your materials and that you are happy with the finished product. As a result of the sampling procedure, we're not able to offer refunds if you are unhappy with your original sample. We can resample for you as many times as you'd like to make amendments to your design, however this would be reduced from your unit amount.

A product will need an initial sample made if it the first unit ordered has a variation in finishing, sizing or material for a client. This includes but is not limited to;

- Zip changes
- Label placement changes
- Product size changes
- Fabric type changes

- Fabric weight changes
- Print or pattern changes

Materials

By agreeing to an order with us, you are agreeing to supply all relevant materials for any order as laid out in any communications with our team / your website purchase.

If the wrong or inappropriate materials are supplied, we will let you know and require this to be amended in 30 day's or we will be unable to proceed with your order.

We cannot start an order until we have received all materials and trims - if you're sending us items separately please do make us aware of this.

Materials supplied for a production run should always be the same as the material sampled in, unless otherwise agreed with the team.

It is the client's responsibility to ensure that all materials are supplied in the correct amount to complete an order. If enough fabric is not provided, we reserve the right to stop work on an order until the remaining fabric is supplied.

Refunds for products that could not be produced due to a lack of fabric will be reviewed case-by-case.

Fabric choices

We strongly advise against the use of chiffon, silk, stretch materials such as jersey, leather, or heavy weight denim for any of our products. Any orders placed in these materials are done at the client's own risk and we cannot accept responsibility for any issues that may arise because of this. We may also choose to decline your order if these fabrics are provided, and we feel we're not able to manufacture with them.

We recommend using woven materials for all our products such as Cotton, Tencel, Linen, viscose etc. On each product description we mention the various weights suitable for the selected item.

Lead times

Our standard turnaround time for both samples and orders is four weeks. However, in peak times this may be slightly longer. For larger runs (100 +) we recommend getting in touch with us first to confirm lead times.

lead times start from the day we receive all your fabric / trims, not the day you placed your order.

Packaging

As a sustainable business we are always looking for the best options for improving our packaging. As standard all Assemble orders will be dispatched in recycled stretch plastic bags to ensure orders do not get water damaged in transit.

These packing bags can also be recycled again after use, (they can even be popped in the carrier bag recycling at most supermarkets.)

Where possible we will also reuse any packaging that is sent to us by clients, such as boxes or reusable wraps or cushioning.

We are unable to refund orders of bespoke items as all products are created explicitly and uniquely for you if you do not choose to sample first. This means that unfortunately we are not able to offer you a refund or a cancellation once the order has been accepted and a sample has been approved.

Cancellations

If an order is cancelled before work has begun there will be no charge made to the client.

However, if an order has been started and a client requests the order be canceled or postponed, all work up till that point will be requested in full payment, the remaining units we will refund – 20 % for admin charges.

Product specifications

The product dimensions quoted are approximate and may vary up to 5% +/-.

We are not liable for any variations on the specification of the goods up to 5% +/-, as this can be subject to the fabric being used.

Please get in touch with us first before placing an order, to discuss any custom measurements or alterations to individual products.

Product mistakes

Now and then, there may be a fault with the construction of a product. If that happens, please let us know within 30 days of receiving your order and we will do our best to fix the product. Where items cannot be amended, we will offer a refund on them where possible. If and when a refund is requested, we will ask for the product(s) to be returned to us before refunding, to check the faults.

Frequently asked questions

How much fabric will I need?

To work out how much fabric you need, you will need to know the width of your selected fabric, the qty of the product you'd like to order, & the product width and height.

For each product dimension add 2cm to the width & height for cutting.

If you're unsure of this please do get in touch and we can help.

Below is a guide -

Finished product measurements

Height 43 cm by 33 cm width

Material needed per item (please note this is for plain materials or items that don't require a repeat print pattern placement)

Height 45 cm, width 35 cm.

Use the width of the product with cutting ie. 35cm and work out how many you can apply across the width. For example, if the width of the fabric was 150cm, you could cut 4 products.

The height of the product is 45cm so you could fit 2 products in 1 metre

$$4 \text{ width} \times 2 \text{ Height} = 8$$

Therefore, you could fit 8 items in one metre of fabric.

We also recommend ordering an additional 10% extra fabric to the total order than needed to allow variation in materials.

How can I explain where I'd like my label placed on the product?

Please print out or screen grab one of our photos of the chosen product(s) & draw on your label placement. Please also provide measurements of your label & label positioning. I.e. 2cm down from the zip at the centre.

What materials/ trims do you use?

Threads - If you'd like to provide your own thread, please let us know and include this in your material parcel, when shipping to us. Please note, if we feel your thread isn't durable enough, we will let you know and replace it with one of our threads.

*If we use our own threads, we will match this as close as possible to your product. We are not responsible for a dislike in the colour thread we have used if we've matched it as near as we can but this can be checked during sampling.

If you think your fabric has unusual colour tones, we recommend sourcing and supplying your own thread. We also recommend letting us know which colour thread you'd like us to use in your booking form, if your fabric has multiple colourways.

Zips – please provide your own zips

Straps – When creating your straps for your bags or aprons, we use the same material you've provided for the main body of your product. However, if you'd prefer something more heavy weight and durable, you can provide your own cotton webbing straps. Please let us know what you'd prefer In your booking form.