

LEAVERS

Frequently Asked Questions

1. Do you send out samples?

Yes, we can send out style, colour and size samples to assist you. Please note that these need to come back in the original packaging/original condition otherwise you will be charged for them.

2. Can you do a female pattern?

Many of our garments are available in both male and female patterns – please contact us for specific information on the products you are interested in.

3. Is there a minimum order quantity?

Yes, most locally stocked garments only require an order of 10 but the made to order garments are typically higher. Please contact us for details.

4. How long do they take from order to delivery?

The length of time depends on the order specifics – below is a general guide:

- a. Locally stocked products with no logos: 2~4 days
- b. Locally stocked products with no logos: 2 weeks
- c. Made to Order products: 6~12 weeks

5. Can you use a design we've created?

This depends on the garment you want and the design details – generally made to order sublimation garments allow wide freedom as long as we have the artwork in the correct format (see below). For garments already made and in stock we can usually incorporate your design by way of embroidery or print?

6. What artwork do you need?

For embroidery, we can work off any clear image. For prints (including sublimation) we need a vector file (<https://techterms.com/definition/vectorgraphic>). If you don't have a vector file then we can get one created for you but there is a charge for this service – as a guide, most logos would cost between \$30 and \$50 to be redrawn as a vector.

7. Your leavers brochure specifies logos and names included – can I change or add to this?

Yes, you can add or subtract detail as desired and we will quote accordingly. Sublimation garments are a flat rate so you can add as much as you like without affecting the price.

8. Where do I send the samples back to?

Please send them to either of the below addresses – we recommend you use a tracked service to avoid doubt.

Post: Kiwi Teamwear Ltd
PO Box 91519, Victoria St West, Auckland 1142

Courier: Kiwi Teamwear Ltd
1A Tahuna St, Freemans Bay, Auckland 1011

9. When do I pay?

Generally, payment is required before we process the order. The exception is if your school already has an account with us and they authorise the costs to be charged to it.

10. **How do I pay?** Normally payment is made direct to our bank account with one payment covering the entire order. We also accept cheques, credit cards and Paypal. Please note that payment needs to be cleared into our account before we process the order.

11. **Do I need permission from the school?** We strongly recommend that you get the appropriate permission, particularly if you are using the school name or logo. Many schools also have restrictions on what can be used as nicknames.

12. **Where can I get assistance?**

Contact us as below and we'll be happy to work through the process with you.

Phone: 0800 549478
SMS: 027 588 1488
Email: sales@kiwiteamwear.com
Web: www.kiwiteamwear.com/leavers.html
PM: www.facebook.com/kiwiteamwear
Post: PO Box 91519, Victoria St West, Auckland 1142