

RETURNS & EXCHANGES TERMS & CONDITIONS.

To increase our product range so that we can offer you the largest selection of uniforms, we buy the garments in from our suppliers and manufacturers as you order them.

We do not warehouse the garments ourselves. Our warehouse is full with our embroidery and print machines! By buying in as needed we are able to cut the costs of selling to you as we do not need to pay for warehousing or storage. It only takes a couple of days for the garments to arrive to us from our suppliers. This method of ordering as needed does deliver greater savings to you, but should you require to do returns or exchanges, then this service needs to be paid for as we have to cover costs involved with the service. Our online prices do not have hidden into them the Return/Exchange fees.

Should you require garments for sizing, we strongly suggest that you use the sizing chart as provided on the product page or you can buy the garment(s) and keep them for sizing your staff.

Terms & Conditions regarding returns.

Please note that even though the law states that we do not have to accept bought garments back due to change of mind, we do allow you to return items! Please read the following conditions for ordering of samples.

1. All Garments must be returned within 7 days of you receiving them.
2. **Return Address is; PO BOX 201. MOOROOLBARK. VICTORIA. AUSTRALIA. 3138**
3. A minimum charge of \$10 or 10% (which ever is greater) per brand restocking fee will apply - fees are higher for multiple items, multiple brands and items not returned in sale condition (i.e staff repacking/ folding/coding and returning to stock.). This is to cover the expenses involved with providing this service, to cover the manufacturers restocking fees and administration. We do not make profit from this service but we do need to cover costs associated with it. If you are not happy with this, then please do not buy samples from us
4. We also need to charge a \$15 per brand Freight fee. This is to cover the expenses involved for us to freight the samples back to the manufacturer for the garments that you no longer require. We do not make profit from this service but we do need to cover costs associated with it. If you are not happy with this, then please do not buy samples from us..
 1. We cannot do returns for John Kevin or Keval Shirts as per the suppliers T&C of trade.
5. To return Garments, they must be repacked and with labels still attached which is how we have sent them to you. Failure to do so will force our supplier to decline the return.
6. Any garments returned to us soiled and or not in the original condition in packaging and with tags still on, will not be accepted back.
7. A copy of this form must be completed and attached with the goods.
8. Returns will not be refunded. Only Credits or Exchanges will be supplied and as per stated above.
9. Freight fees are non-refundable and return freight fees are at customers expense.
10. We reserve the right to refuse any return that does not match our Returns Policy.
11. We do not hide the above information and supply it in numerous locations on our site and you need to accept these terms at Check out in order to place the order.

Reasons NOT accepted for Returns and Exchanges.

- If the garment has been embroidered or printed, we will not be able to accept it back for a return, credit or exchange.
- If the garment was sent direct to a third party, for example an embroidery or print business, we will not be able to accept it back for a return, refund or exchange.
- If you have had the garment longer than 7 days.
- Discontinued stock items are not eligible for return under any circumstances.