



## Timescale

Turn-round times are generally governed by the quantity of goods and the material type received. From receipt to despatch/collection, cut length orders and small quantities should take no more than 5 working days. Large quantities of material, synthetics, extra width fabrics and those products requiring high performance levels of flame retardancy, may require a little more time to process. We can provide an accurate date for completion the day after receipt of goods, if requested.

An order acknowledgement is sent to every client confirming the details of every order received. The client is notified of any significant circumstances likely to delay the production of their order, at that time.

To assist Fabric Flare in processing orders as efficiently as possible, we ask that clients provide the following details when issuing instructions/orders in writing:

1. Any design names, colour codes and references.
2. The composition of the product.
3. The intended use of the processed product.

It is also vital that the face side of the product is clearly indicated.

An express service is available for orders, resulting in a 50 % surcharge. Express service means that an order is processed ahead of standard orders, with the certificate issued immediately after despatch/collection.