

5-10-15 Special Offer FAQ Sheet

Firstly, thank you for your enquiry. On this sheet you will find full details of our 5-10-15 promotion, plus some frequently asked questions on other items such as sampling, embroidery & delivery etc.

Our 5-10-15 offer consists of 5 fleeces, 10 sweat shirts & 15 polo shirts. We are running this offer on our standard weight garments but also for our 'UltimateSpec' garment range too, which has some further benefits.

Upgrade to the '**Ultimate Spec**' for just a little extra:

For the incredible price of £300.00 you get:

5 x Premium, heavy weight unisex fleeces

10 x Premium unisex sweatshirts

15 x Premium unisex pique polo shirts

Free 10,000 stitch embroideries* (usually £2.50)

Free Delivery*

Embroidery design creation included in price. (usually £35.00)

**ORDER TODAY
WHILE STOCKS
ARE AVAILABLE**

THAT'S A TOTAL SAVING OF OVER £120!

5 x heavyweight fleeces
Equivalent to £14.50 each



385 gsm
100% polyester Super anti pill micro fabric
Twin needle stitching
Full self coloured zip
Elasticised cords & toggles
Hanger loop inside neck
Cadet style Collar
Half Moon Yoke

10 x premium sweatshirts
Equivalent to £9.50 each



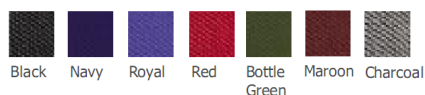
350 gsm
50% polyester, 50% cotton
Reactive Dyed
Set in Sleeve
Lycra Ribbed cuffs, welt & neck
Twin needle Stitching at Neck, Shoulders, Armholes & Sleeves
Half Moon at Back Neck

15 x premium pique polo shirts
Equivalent to £7.20 each



250 gsm
50% polyester, 50% cotton
Reactive Dyed
Knitted raised collar & raised cuffs
Taped neck
Taped side vents
Washable at 60 degrees
3 self coloured button placket

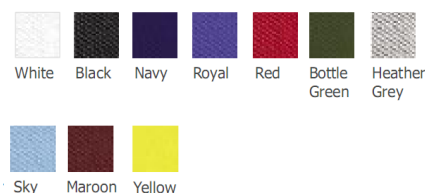
Colours:



Colours:



Colours:



Adult Sizes	XS	S	M	L	XL	2XL	3XL	4XL
To Fit	36"	38"	40"	42/44"	46"	48"	50/52"	54"

5-10-15 Standard Offer:

For the incredible price of £245.00 you get:

5 x Quality unisex fleeces

10 x Quality unisex sweatshirts

15 x Quality unisex polo shirts

Free 10,000 stitch embroideries * (usually £2.50)

Free Delivery*

Embroidery design creation included in price. (usually £35.00)

**ORDER TODAY
WHILE STOCKS
ARE AVAILABLE**

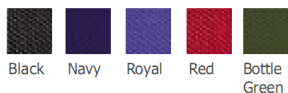
THAT'S A TOTAL SAVING OF OVER £100!

5 x Quality fleeces
Equivalent to £11.45 each



310gsm heavy fleece
Anti Pill micro fleece
Twin needle Stitching
Elasticated Cuffs
Self Coloured zip & zip puller
2 zipped pockets with pullers
Elasticated pull cords & toggle

Colours:-



10 x Quality sweatshirts
Equivalent to £8.00 each



310gsm heavy weight
50% polyester, 50% cotton
Reactive dyed
Set in Sleeve
Lyca ribbed cuffs
Lyca ribbed neck
Twin needle stitching

Colours:-



15 x Quality polo shirts
Equivalent to £5.55 each



215gsm classic polo shirt
50% polyester, 50% cotton
Reactive dyed
Knitted collar
Taped neck
Hemmed sleeves & bottom
Washable at 60 degrees

Colours:-



Adult Sizes	XS	S	M	L	XL	2XL	3XL	4XL
To Fit	36"	38"	40"	42/44"	46"	48"	50/52"	54"

*All prices subject to VAT. Samples are chargeable and need to be returned within 30 days of invoice to qualify for a refund, excluding the outbound carriage charge. This offer cannot be used in conjunction with any other offer. Free embroidery is limited to 10,000 stitches. Logo creation @ £24.50 is limited to a 10,000 stitch design, any design larger than this will carry a small surcharge. Free carriage applies to mainland UK deliveries & excludes over water & some parts of Scotland. Please note that where a surcharge needs to be applied we will always advise you prior to starting your order. Please call for further details on all of these basic conditions.

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Company Registration: 3711086

Frequently Asked Questions:

Q1; Can I order any of my items in multiple colours & sizes?

A; Of course, as long as you're sticking to the 5-10-15 quantities (or multiples of) you can order the same garment in any of the available colours/sizes.

Q2; I actually have 7 staff; does this mean I have to order more than I need?

A; Not at all, we can give you a quote for any quantity of staff/garments that exceed the quantities stated in our fantastic offer.

Q3; Can we see samples?

A; We can certainly organise a sample for you, so please let me know the colour & size you require and I'll get that organised for you.

Q4; Are samples free?

A; We do charge for all samples at their standard price, plus carriage and VAT while you have them on appraisal - however the cost of the sample excluding the carriage charge is refunded to you on their return within 30 days of despatch.

Q5; Are there any advantages in sampling in this way?

A; Of course - the advantage of sampling in this way is that you can have more than one size or colour to try, so if you'd like to add to your sample order just let me know.

Q6; How do I pay for my samples/orders?

A; You can pay us by credit or debit card (our preferred method)

Q7; How do I return samples?

A; The best thing to do is to keep the packaging we use to get the samples to you & reuse it for the return. We would suggest using a reliable service, perhaps recorded delivery or your own courier if you have one to ensure their safe return. All items need to be returned in a resalable condition.

Q8; Do we have to pay a delivery charge?

A; Part of this amazing deal includes free delivery to mainland UK. Any deliveries that are over water, i.e. Isle of Wight, Northern Ireland & also some parts of the Scottish Highlands & Islands will be subject to a carriage surcharge. This will be calculated for you & you will be advised prior to placing your order.

Q9; What about embroidery, is all embroidery free?

A; Free embroidery extends to a limit of 10,000 stitches. If your design goes over that then we would advise you of any surcharge when we send you a quotation.

Q10; What about my company logo? Can that be created?

A; Yes, we can create any embroidery design that you give us & the amount of complexity or colours is no problem either. If your logo has any kind of 'design aspect' then there will be a one off charge for setting up your design. This charge is £24.50 (normally £35+) for a 10,000 stitch design.

Q12; So if I have to have a logo created does that mean that the embroidery is no longer free?

A; Not at all; All embroidery up to 10,000 stitches is free, it's only designs that go over 10,000 stitches that may carry a small surcharge and you will of course be advised if there are any additional cost at the enquiry stage.

Q13; What format can I send you my design in?

A; You can send us your logo in any format such as a photograph, a jpeg, a PDF, a link to your website etc. Faxed designs are also acceptable but we would only suggest this if you're looking for basic text or a very basic design.

Q14; What if my design or embroidery exceeds 10,000 stitches?

A; This isn't a problem either but a small surcharge may apply to both the embroidery & set up. The best thing is to show us your design & we'll give you an accurate quote.

Q15; Can you replicate Pantone colours?

A; Yes, just give us the reference number when you order & we'll use the nearest matching threads.

Any other questions?

Then please just ask. We want to help you as much as we can and to take the pain out of purchasing and managing your staff clothing budget.

If this FAQ sheet has not addressed all of your questions we will be happy to answer further questions either by email: sales@staffclothingexpert.co.uk

Or by phoning us for free on **08000 192 125**.