

To ensure that all embellishments (embroidery, heat-seal etc.) orders are completed accurately, Lamberts has instituted the following procedure for each order. Most embellishment errors are the result of poor communications and verbal instructions. Lamberts requires all instructions to be in writing. Please review any correspondence's carefully to ensure that all information is accurate. Once the garments are embellished there is very little that can be done to correct any errors.

Change in your orders:

If for some reason there is a change to your original order, you must inform Lamberts as soon as possible. All instructions must be emailed to workwear@Lamberts.co.uk or in writing to;

FAO: Workwear Dept.

Lamberts (Norwich) Ltd

Whiffler Road, Norwich, Norfolk. NR3 2AY

Scheduling:

Logos that need to be digitised are generally completed within 5 days after we receive usable artwork. Embroidery is usually a 5-7 business day turn-around. Garments are scheduled on a "first in, first out" basis. A firm date can only be determined upon receipt of all garments and your written order verification

Colour Matching:

Approximate Colour Matching is available for most Pantone Ref No.'s.

Damage / Spoilage Policy:

Garment spoilage does occur in the embellishment business and much of the success of Lamberts is due to the fact that spoilage is a rarity. Spoilage can result from mechanical failure (bobbin jam) as well as human error (transposed colours).

Credits / replacements will be issued for the following spoilage's only on Lamberts supplied garments:

- Logo embellished in wrong colour.
- Logo embellished in wrong location. (only if different than your written order verification)
- Wrong logo embellished. (only if different than your written order verification)
- Embroidery quality not equal to approved swatch or within "industry standards".

All spoiled garments must be returned to Lamberts. No credit will be considered until Lamberts has receipt of the garments. Judgement is sole discretion of Lamberts. To receive a credit for poor quality embroidery Lamberts must re-sew the job with exact original instructions on the exact original colour and style of garments.

Lamberts is not at fault and will not issue credits for the following:

- Any error resulting from not following verbal instructions (All instructions must be in writing).