

Uniform Purchasing Procedure

Step 1. Determine Your Requirements

- What types of staff are getting uniforms? (Office, Warehouse, Drivers, etc)
- Do they have any special needs? (Hi Vis safety gear, Pants with lots of pockets, 100% Cotton, etc)
- What types of garments will they be getting and in what quantities? (3 x Suit Pants, 5 x Shirts, 1 x Jumpers, 1 x Jacket, etc)

Step 2. Browse & Make A Short List

- While browsing the catalogues make a note of the Brand, Style Number and Colour of any garments that you like and wish to inspect further.
- All of the catalogues we offer are available for viewing or downloading on our website: www.houseofuniforms.com.au for free.
- Alternatively many of these brands have hard copy catalogues which can be purchased. Contact us if you would like some sent to you.
- Price lists are available for each brand and will be emailed to you upon request.

Step 3. Inspect The Garments

- If possible we recommend that you visit our showroom where we have thousands of garments for you to browse.
 - If you can not come to us we can arrange to courier a small collection of garments out to you for your inspection.
- Please note that we may not have the exact garment, colour or size that you are interested in as there are literally thousands of available garments and it is not feasible for us to have them all as samples. Consequently we recommend that you contact us before coming in.

Step 4. Make A Decision

- You will need to decide on what garments you want, what colour you want and what quantities are required.
- Generally, the less people involved in the decision the faster and easier it will be done. Keep in mind that you won't please everyone.
- It has been our experience that in any large group of people you'll usually find a small but very vocal few who will find fault with anything put forward and if left to carry on will affect the rest of the herd. If possible find a very vocal "positive" person to help get your herd home.

Step 5. Supply Artwork for Printing or Embroidery (if required)

- If you want your logo or any artwork to be produced on your garments you will need to provide this to us. Simple text (in standard fonts) can be done without any artwork. In general artwork should be presented as a digital file in AI, EPS or PDF format. We will discuss this with you at the time.

Step 6. Check Quotation

- We will provide you with a quotation.
- It is your responsibility to check all item codes, descriptions, sizes and colours on your quotation are as you specified. We are human and sometimes we may make a mistake when compiling your quote. This is why we provide it to you and ask that you check it and approve it.

Step 7. Sign Quotation And Return It To Us

- Once you have signed the quote and returned it to us you are committed to the order and are liable for any costs incurred such as set up fees, fitting samples, etc if you cancel your order from this point on.

Step 8. Confirm Sizes of Garments

- If you have not already done so you will need to confirm the quantities per size for each garment.
- We'll advise you on the best methods for determining the sizes for each staff member.
- In some cases we can arrange to send a fitting range to your business for your staff to find their correct sizes, though please note that this may not always be possible or available.

Step 9. Approve Artwork or Embroidery

- You will be provided with an embroidery sample or artwork proofs that you will need to ensure are correct, then sign and return to us.

Step 10. Finalise Order / Pay Deposit (if applicable)

- Before we commence production of your order we need to receive your deposit as specified on your quotation.
- Accounts are available to customers who have completed and had approved our Credit Application Forms. (Please note that you will need to have completed two prepaid orders before an account application is considered.)

Step 11. Wait Patiently While We Prepare Your Garments

- Most orders are ready within 2-4 days for plain garments. 1-2 weeks for garments with embroideries and 2-4 weeks for garments with screen prints. The above time frames start from when you have **completely finalised** your order as outlined above.
- Factors which may increase these times include: garments being out of stock, garments that have been damaged or stained during production that need replacing, orders that have garments from several brands, etc.

Step 12. Pay The Balance Of Your Invoice (if applicable)

- We will notify you when your order is ready. If you haven't already done so you will need to pay the balance of your order.

Step 13. Delivery

- All orders are sent out via courier with Star Track. A signature on receipt is required so you will need to provide an address where someone is available during business hours. Consequently we can not send to PO boxes.
- Alternatively you (or your courier) can collect your order from us.