



# REDKEY

YOUR TEXTILE SOLUTION



## TERMS & CONDITIONS

# SEWING PATTERN

1. Sewing pattern development is important to check fabric consumption. Based on consumption we could study the price and quantities that we could cut per each fabric roll.
2. To avoid lose time and be more efficient, we suggest client to provide us a measurement chart or if possible to send a sample from here we will copy measures and develop sewing pattern.
3. Sewing patterns development per model have a cost of 150€
4. We won't be responsible for bad measurements provide by clients.
5. Any change in sewing pattern we charge 35€.
6. We have several sewing patterns tested. If clients want use them, we only charge 25€/model.

# FABRIC PRODUCTION

1. We offer the option to produce certain types of fabric. This service is based in MOQ per type/color.
2. When we produce fabric exclusively for clients productions, we **don't keep excedent fabric** in stock, so clients need to use all the fabric avoid this way leftovers.
3. Clients could request fabric samples. This service have a cost of 50€ (freight include)
4. After selected the fabric, we need to open Lab Dips, based in your pantone colors. For this, we need client send us pantone color in TCX or TPX format.
5. Fabric production takes between 30 and 60 days.
6. When we produce fabric, the quantity required (meters) is impossible to guarantee in the end of the process. So, clients need to be aware that could have a tolerance of 10% for up or down in the final. This will reflect in the number of pieces produced.

# CUSTOMIZATION

1. If clients need any kind of customization, we need files with high definition (HD), in AI/PSD/PDF format. These files must be provide by email and include the right measures and all details to avoid mistakes.
2. Once we open embroidery films, silkscreen boards and others, if we need to revise anything, we need to open new films/boards again and be charged again.
3. For each service mentioned above the costs are:
  - Embroidery films and DTF: 50€/design
  - Silkscreen board: 50€/color
4. To quote any customized model, we need always to have your design files to check personalization costs.
5. For any customization will be a tolerance of size measures, positions and inclination. We cooperate with high reputation companies for these services. They always do them best but in some cases is not possible to assure 100% of the exact measures.

# SIZE TOLERANCE

1. We always try to provide the pieces exactly with the measures that customers request, but sometimes is hard to guarantee that, because pieces go through a multi-step process that can influence the measurements.
2. We work with a size tolerance between 1~2cm in width and length.

# SHRINKAGE

1. All knit products, using fleece or jersey after first wash will shrink. The percentage could vary depending on many issues and some shrink more than others.
2. Costs are offered with no prewash. If clients need this service it should be pre-requested.
3. With prewash service we can assure what end users see in the buying moment will be what they will get after the first wash in their houses. This is a process which brings good selling points to client brands.
4. This process has a cost of 1€/piece

# DELIVERY TIME

1. REDKEY will do everything in its power to deliver production as quickly as possible, never overstepping its steps and always being faithful to the process.
2. After we have all the fabric, within 30-45 working days we will deliver the production.
3. During the process of production any alterations will increase around 5/10 days to the final delivery time.

# OTHER NOTES

1. Changes during the production process are not acceptable
2. When we accept production under 150pcs per model/color, it's a big challenge for us. The only reason we do this is because our core business is based in support startup brands and NOT because this is rentable for us. So we expect at least some tolerance with small problems that could appear or delays in production time.
3. Don't need to stress! We are the first ones expecting to avoid errors, mistakes and problems.
4. When we work peacefully we work better.
5. There needs to be mutual understanding.



# CONFIRMATION

1. Signing this document, means we are with mutual agreement.

And means we are about to start a cooperation which we expect to be for a long period.

2. Our commitment is to give our best to support our clients and offer the best formula to success:

**Fair prices, Good Quality, Fast delivered, based in Trust!**

Date:

Signature:

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