

Terms and Conditions

GST

All pricing is subject to 10% GST

Price Changes

To the discretion of Bknown prices may change without notice.

Purchase orders

Please include all your details; order number, item code, style, quantity, decoration description, artwork details, delivery date, and address must be included on your Purchase order.

Product received for decoration

It is the responsibility of the customer to ensure that product is received by Bknown in time to decorate and meet delivery deadlines. Late receipt of stock could mean production delays.

It is also the responsibility of the customer to ensure that the correct product, quantity and colour is received by Bknown.

Where a product has been on-forwarded to Bknown from a supplier, Bknown will endeavour to ensure that the product is correct, however will not accept liability for any errors made by supplier.

Where product is supplied in bulk, the quantity is assumed to be correct, and Bknown will not recount unless requested to do so, which may incur additional charges.

If stock is damaged or if there are any other discrepancies the customer will be notified immediately.

Production or Delivery dates

Normal production time is 5-8 days (production starts at time of artwork approval). If you require a rush job please call us to discuss, and a surcharge may apply.

Delivery time for Digitex Transfers only and applied by the customer is 2-4 days. If you require a rush job please call us to discuss, and a surcharge may apply.

Cancellation of orders

If an order is cancelled or changed, the cost accumulated to date will be charged to the customer. These charges include artwork and set-up fees, unpacking, surface preparation etc.

Artwork

Artwork can be emailed, or sent on a CD or USB which will need to be supplied as a vector file in EPS, AI or PDF format. All fonts are to be converted to curves/outlines. See artwork requirements for more details.

Any artwork that is not supplied in the correct format will need to be redrawn and additional charges will apply.

Once artwork is approved by the customer we will not accept responsibility for any in correct printing.

Colours

While we endeavour to match PMS colour but as we are printing using C,Y,M,K inks we cannot match all colours in the PMS colour charts. Pre-production prints can be done to show the best results if requested.

Freight

It is the customers' responsibility to arrange delivery and pick-up of goods.

Return of Goods

It is the clients' responsibility to check product carefully prior to branding as Bknown will not accept returns incorrectly ordered or faulty.

Payment of orders

Full payment must be received prior to despatch of goods. Payments can be made by using of the following methods; Direct Debit, Cash, Cheque, Credit Card, BPay online or at a post office.