

Bulk Ordering Terms and Conditions

Terms of use

Please read our terms of use before paying for orders placed with Inkthreadable Ltd. By paying an order, you agree to our terms outlined in this document.

Deposits

Deposits placed for any order are non-refundable.

Returns

Each product is printed to order, so unless there is a fault with the item we don't accept returns.

We're also unable to accept the return of blank garments. Please be aware that Inkthreadable is a B2B supplier.

Product images and descriptions

Please note that the colour of images shown on this website may be affected by the technology used to access it. Whilst we do our best to faithfully reproduce colours, some variation may occur.

Order processing

All goods remain the property of Inkthreadable Ltd until paid for in full.

If you're supplying artwork logos, and not print ready artwork files, we'll use our best judgement to position accurately based on your mock-ups. We cannot accept liability if you are unhappy with the placement we use when not supplying print ready files.

Bulk orders will only begin production upon receiving all artwork and payment of the invoice. Any quoted delivery times begin from receipt of this.

Bulk orders cannot be amended after going into production, and orders cannot be cancelled at this stage

Bulk orders must be paid via Bank Transfer, we do not accept card or PayPal payments.

Inkthreadable

Inkthreadable Limited
Unit 1 & 2, Blackburn Business Park,
Hutton Street, Blackburn.
BB1 3BY.

Delivery

All prices exclude delivery and we ship worldwide.

Our deliveries in the UK mainland are contracted to outside carriers who deliver Mondays to Fridays (excluding public holidays) between the hours of 8:30 AM and 5:30 PM. A premium Saturday AM (9:00 AM to noon) delivery is available, at an additional charge per delivery; if you require this service, it must be specified at the time of ordering. Evening and Sunday deliveries are not available.

A special, or next-day delivery service does not guarantee that you will receive your item the day after placing the order, however it does guarantee that you will receive the item the following working day after it has been dispatched.

Some deliveries must be signed for and you should keep your receipt. If goods are showing obvious signs of damage in transit upon receipt, please refuse to accept the delivery.

No compensation will be offered for any orders that take longer than the quoted times to be delivered. These quotes are based on estimates from our couriers and as such they should not be taken as a guarantee of delivery.

Transit damage

All goods are examined in detail by ourselves prior to despatch to ensure that they leave our warehouse in perfect condition. However, transit damage unfortunately can occur. If your purchase is showing obvious signs of transit damage upon delivery, please refuse to accept delivery and notify us immediately. If damage is only evident upon opening of packaging, then you must inform us within 48 hours of receipt. In either case, we will then arrange re-delivery of replacement goods as soon as possible.

Faulty goods

Faulty goods must be reported, in full, within 7 calendar days of delivery being made. In all queries relating to faulty goods we require customers to provide photographic evidence so we can investigate the issue. Once a photo has been received we will investigate and decide whether to accept or reject your claim of a fault. Please note that we judge faults based on a tolerance of up to 2cm for print positioning and garment manufacture. These promises do not apply to faults caused by accident, neglect or misuse.

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Due to variations during the manufacturing process, or differences in size between garment size variants, we cannot guarantee that the print file uploaded to a product can be printed to the size requested. Typical examples of this are smaller variants of women's t-shirts, where the product is not long enough to accept a 32 x 50cm print. In an effort to standardise all print boundaries these variants use the same 32 x 50cm print boundary as larger variants of the same product, but a print at that size may not be achievable. In this situation we will reduce the print file size by up to 15% to achieve a print that fits on the garment. This may result in the physical product not matching the mockup, but we will not consider this product as faulty and no refund/replacement will be offered unless a genuine fault with the print or garment is present.

Providing your own garments

If you are supplying your own garments, Inkthreadable will not be liable for any garments that are damaged during the decoration process. When you purchase our stock, included in our cost is the ability to replace any items that fail quality control, but we're unable to do that with items supplied by customers. It is recommended an additional item is supplied to test print.

If an order arrives with stock discrepancies or any difference in what was specified at the time of ordering there will be a minimum £25 + VAT charge for the time required for our team to rectify this.

This charge will be capped at £100 + VAT and you will be notified of the estimated charge before we proceed.

Copyright

Inkthreadable doesn't assume any responsibility for copyrighted designs sent to us to be printed. By uploading or sending a design, you accept that you are legally authorised to manufacture products with the design in question. If you have the right to print copyrighted images, please send a copy to info@inkthreadable.co.uk.

By submitting an image for printing, you agree to the following:

"I confirm that I have the legal right to use this, and any other image submitted to Inkthreadable Ltd for printing. I agree to indemnify Inkthreadable Ltd any costs or claims which may result from Inkthreadable Ltd printing your requested image. Should a copyright holder contact Inkthreadable Ltd enquiring about use of their intellectual property, you accept that we may pass on your details."

Inkthreadable will never redistribute, sell, or claim rights to any artwork that you provide us with. When your artwork is received, it's stored using a combined Secure Sockets Layer (SSL) and Transport Layer Security (TLS) encryption and is protected by a 128-bit Advanced Encryption Standard (AES) encryption. Your artwork will only be accessed by Inkthreadable to fulfil your orders, and when deemed necessary to assist with support requests.