

Delfina

2024

TERMS & CONDITIONS

DELFINASPORT.COM

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THANK YOU FOR SELECTING US FOR YOUR CUSTOM TEAMWEAR ORDER.

PLEASE READ AND ACCEPT OUR TERMS AND CONDITIONS GOVERNING YOUR CUSTOM TEAMWEAR ORDER PLACED WITH DELFINA.

Minimum Order Quantity:

Our minimum order quantity for most items is set at 5 units per style, with the flexibility to choose any size. For items outside our core range minimum order may vary. We offer the added benefit of free design and free set up for your orders. Please note that the delivery cost will be quoted separately based on your location and specific requirements.

Colour:

We understand the importance of colours. Please note that colours displayed on screens may vary from how they appear when printed. If you have specific colour requirements, kindly provide us with the exact colour codes. If you want to ensure colour accuracy, we can conduct test prints, although this may extend the production time and incur additional costs. Please be aware that we are unable to offer refunds based on colour discrepancies. If colours are crucial to you, please provide colour codes or request a test print.

Design:

To help our team understand your vision, please provide as much information as possible. Please ensure that your logo is provided in vector format. Any changes or modifications should be communicated to us via email or in written format within 3 business days. An excessive amount of design changes may lead to additional charges. We kindly request clear communication to ensure a smooth process.

Sizing:

We are unable to offer refunds or replacements for custom club apparel due to incorrect sizing chosen. If you are uncertain about sizing, we recommend referring to our size guide or contacting our team for assistance.

Alternatively, you have the option to schedule a visit to our warehouse in Sydney, where our team can assist you with sizing. We may also provide size kits, subject to availability. These size kits must be returned within one month of receipt, and you will be responsible for the shipping costs. Failure to return the size kits will result in a fee of \$50 per size kit.

Samples:

We provide the opportunity to acquire custom-designed samples of your items at a cost of \$100 per garment. If you choose to proceed with an order, we will credit 50% of the sample cost towards your final order. Furthermore, subject to availability, we can offer non-custom samples at the cost of shipping to you. Please note that you are responsible for returning the non-custom samples to us within one month.

Refunds / Returns :

As the items are custom made and exclusively tailored as per your requirements, we are unable to offer any refunds or replacements.

Change of Mind:

Once your items have entered the production phase, we are unable to accommodate any changes to the design, size, quality or quantities. We kindly request that you carefully review your order before it reaches this stage to ensure accuracy.

Faulty:

In case of faulty items, please notify us along with the details and photographs of the faulty items within 3 business days of receipt, and we will organise the return of the faulty item to us. Upon receiving the faulty items, we will assess and inform you of our decision to rectify this issue, for example remaking the items or providing a full refund.

Delivery Date & Turnaround:

Typically, delivery takes approximately 4 weeks from the date the order is confirmed. If you have a specific date by which you require your items, please inform us at the time of placing the order. We will assess the feasibility of meeting this deadline and make every effort to accommodate your request.

Shipping Details:

Please note that the delivery costs will be quoted separately based on your location and specific provided as the time of placing the order. Please ensure that you provide us with the correct shipping address.

Payment:

To ensure a smooth transaction, we kindly request that payment be made within 30 days and prior to the arrival of the shipment. Failure to make payment within this specified timeframe will necessitate upfront payment for all future orders.

**PLEASE CONFIRM THAT
YOU HAVE READ AND
ACCEPTED THE
TERMS AND CONDITIONS
WITH YOUR DEDICATED
DELFINA ACCOUNT
MANAGER.**

**THIS IS A REQUIREMENT
TO PROCEED WITH THE
PRODUCTION OF YOUR
ORDER.**