

# DESIGN & ORDER EXPECTATIONS

---

January 2018



# Ordering Expectations

## Ordering Process & Times

1. Order Received (via Website or via Email with Order Form)
2. You will receive an email notification within 12hrs\* to let you know we have your order
3. You will receive an invoice within 24hrs\*
4. Delivery date will be exactly 10 working days from 50% deposit or full payment received.
  - New Client first order will be 15 working days to allow for artwork set up
  - Custom Dancewear is 15 working days after sample being approved.

\*Working days are Monday to Friday 9:00am-5:00pm, you will not receive any order updates on a weekend.

## Payments

- Payments that are received in full will receive a free upgrade to Pre 12 delivery.
- No orders will be sent out without balance being cleared, it is your responsibility to make that arrangement to allow us to make delivery on time.



# Design Expectations

## Design Process & Times

1. After receiving your design brief, you will receive your first draft within one week
  2. Requested revisions, if any, will be completed within 3 working days
  3. After design approval, you will receive a sample (on a T-shirt unless otherwise discussed) within 5 working days.
- Custom Dancewear Samples within 10 working days

## Realistic Projections

- New Clients; From us receiving a brief & you receiving a sample, the process is typically 3-4 weeks
- Current customers who don't usually need a sample; From us receiving a new design request and you receiving a price is typically 1 week (including design revisions)
- If you do not need a new design and just want a price for a new product of interest, you will usually have a price within 2 days.





# Design Fees

## Design Fees: With Clothing Service

We work with our clients to create the perfect logo for their branding which makes them look professional, feel like a family and stand out from the crowd.

## Design Fees: Design Only, Full Rights

£100+VAT per logo

### School Name/Business Name

This is the name you are known for, trade as or is the main merchandise that brands you.

**FREE at all times**

### Crew/Team Designs

These are your competition teams within your company that usually have 5 to 15 members

**3 for FREE per calendar year, £25+VAT per design thereafter.**



# CONTACT US

---

[www.axznt.com](http://www.axznt.com)  
[info@axznt.com](mailto:info@axznt.com)  
07986 467 000

