



FAQ's

Thinking of buying online? Not quite sure? We have compiled a list of frequently asked questions to help reassure you that goods sent from D2W Embroidery & Print Ltd are goods you will be happy with!

Can't Find What You're Looking For?

The website is only one of D2W Embroidery & Print Ltd.'s marketing methods and we cannot put all of our range on display. If you are looking for something special then please contact us and we will try to help.

You Want To Place An Order?

If you see a garment that you would like without any personalisation then simply email us at contactus@d2wltd.com and we will be happy to quote.

Our prices include some printing and in most cases FREE artwork.

There are many colour and print variations plus styles of garments. Please email us at contactus@d2wltd.com for further information.

Can I buy just one Personalised T shirt?

Yes with D2W Embroidery & Print Ltd you can purchase just 1 single item.

Can I Supply My Own Garments?

Yes with D2W Embroidery & Print Ltd you can supply your own garments but mistakes can occasionally happen during the printing & embroidery process, D2W Embroidery & Print Ltd do not guarantee against accidental mistakes or damage on customer supplied garments.

Do I Get Discount For Large Orders?

Yes for very large orders please contact us at contactus@d2wltd.com for a quotation.

How Do I Choose The Right Size?

The size availability is shown in alongside each item. It is important to remember that there may be a little shrinkage over time and it is always better to go for one size larger if unsure. Personalised garments cannot be returned or exchanged due to size as they are produced to the customer's needs only.

If you are buying for someone else always check with them or go for that safety net of one size bigger. Remember it's better to be a little large than not to fit at all.

Can I Get Plain Garments?

Yes, enter requirements in the box provided when entering the payment process.

How Good Does My Artwork Have To Be?

We deal with a wide variety of supplied artwork in many formats-some from professionals and some from ambitious learners. It has to be said that the format of artwork depends on many factors. We offer lettering on single coloured, or special effects vinyl, right through to complex designs on printed vinyl transfers. We use all the latest industry standard software. If you require advice, as to the best way to proceed, please do not hesitate to contact our design department.

Can I Get My Company Colours?

Transfers and coloured vinyl's are notoriously tricky when it comes to matching pantone colours. Vinyl's do tend to be available in most colours, including special effects- glitter, glow in the dark, rainbow etc. We are currently speaking with industry technicians regarding pantone referenced items and materials, in our quest for perfection- so, watch this space.

Is It Safe To Use My Credit Card?

Today many thousands of credit card transactions take place every day without problem. At D2W Embroidery & Print Ltd we use a secure encrypted site, which means a very high level of security. We have chosen as our partner PayPal who are one of the world's leaders in internet secure payment systems. We are also very happy to take Cheque payment prior to shipment.

Do I Pay VAT On My Purchase?

Normal VAT regulations apply on all UK purchases. Overseas depending on destination will vary. Any import duty tariffs applied by the country of receipt will be the responsibility of the purchaser.

What Do I Do If I Have A Complaint?

In the rare event of there being a problem, D2W Embroidery & Print Ltd should be notified within 2 days of receipt by email if possible. The garment or product should be returned. If the product is found to be faulty then it will be replaced and the cost of returning the goods refunded to the customer. This does not affect your statutory rights as a consumer.

PRIVACY POLICY

D2W Embroidery & Print Ltd does not disclose any buyer's information to third parties.

We are committed to protecting your privacy. We will only use the information that we collect from you lawfully (in accordance with the Data protection act 1998). We collect information for two reasons: firstly, to process your order and second: to provide you with the best possible service. D2W Embroidery & Print Ltd or its agents will not email you in the future unless you have given us your consent. We will give you the chance to refuse any marketing email from us or from another trader in the future. We do not send unsolicited email.

The type of information we collect about you includes:

- Your name
- Address
- Phone number
- Email address

- Your club, group, school, company etc.

D2W Embroidery & Print Ltd will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

In accordance with the Privacy & Electronic Communications Act passed into Law 11th Dec 2003;

- We do not send random marketing emails to personal addresses (spam) if we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first.
- We may use technology to track the patterns of behavior of visitors to our site. This can include the use of a “cookie” which would be stored on your own browser. You can modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser setting.
If you have any questions regarding our policy you should contact us at contactus@d2wltd.com

TERMS & CONDITIONS

The following terms and conditions are written with the intent to make our web site a safe site to use and that the terms and conditions are set down under English law. D2W Embroidery & Print Ltd will not reproduce any unlicensed copyrighted material from any source. The persons supplying any artwork should ensure that it is original or that they have permission to reproduce the work whether it is photographic, artistic or the written word. D2W Embroidery & Print Ltd retains the right to refuse to reproduce any work that they believe to be unlicensed.

General Terms & Conditions

1. All contracted business is with D2W Embroidery & Print Ltd. Web sites trading www.d2wltd.com your statutory rights are not affected by these terms and conditions
2. D2W Embroidery & Print Ltd use PayPal to ensure that any credit card transactions are completed using a fully encrypted safe facility.

3. D2W Embroidery & Print Ltd do not store any credit card details. Any data stored is kept in accordance with the Data protection act 1998

4. The customer must ensure that they are the rightful owner of the credit card and that they undertake to supply the correct information for the transactions to be completed. It is a legal requirement that there must be sufficient funds available to cover the cost of the transaction.

5. Communication by fax or email is legally binding therefore an acceptance of quotation or of finished artwork is the customers' responsibility.

Delivery

Delivery dates are agreed at the quotation and acceptance by the customer. Vat is charged where appropriate. Export orders subject to import duty in the customer's own country are the responsibility of the customer.

Delivery charges are shown at time of quotation and agreed at customer's acceptance of order. Delivery will be by Royal Mail or carrier subject to size of shipment.

Returns

1. In the unlikely event of a complaint due to faulty goods or workmanship, customers should first inform D2W Embroidery & Print Ltd in writing within 2 days of receipt of the goods, once clearance by Dare2Wear Ltd has been given then the goods should be returned. The cost of the return will be borne by the company and the goods replaced should the complaint be found valid.

2. Goods that are not faulty and printed to the customer's specification cannot be returned, or exchanged, as they were produced to the customer's requirements.

Liability

1. D2W Embroidery & Print Ltd tries to ensure that the information available on the website at any time is correct and accurate but cannot guarantee that it will be error-free. Dare2Wear Ltd does not make any warranty that the website is free from infection by viruses, Trojans, worms or anything else that may have destructive properties.

2. D2W Embroidery & Print Ltd does not accept liability for any errors and omissions either in any quotation or the website material and reserves the right to change information, specifications and descriptions of listed goods, products and services.

3. D2W Embroidery & Print Ltd will do its best to correct errors and omissions as quickly as practicable after being notified of them.

4. D2W Embroidery & Print Ltd makes no representations about the fitness for a particular purpose of any of the goods or garments available on any of their websites.
5. D2W Embroidery & Print Ltd does not accept liability for any indirect or consequential loss or damage arising out of the use of the website or for any products or garments purchased from the website.
6. D2W Embroidery & Print Ltd will only be liable for direct loss up to a maximum total of the price of the product or garment purchased in respect of any claim.
7. This Liability section applies only to the extent permitted by English law.

Law

These terms and conditions contain the full terms & conditions between you the customer and Dare2Wear Ltd relating to your purchase. You are responsible for reading all information in these terms and conditions fully. If any of these terms are held to be invalid or unenforceable, those terms will be struck out and the other terms remain.

All material and software Copyright © D2W Embroidery & Print Ltd. All rights reserved. It is strictly prohibited to copy, publish or redistribute any of the material and software contained in any of the D2W Embroidery & Print Ltd website. Every purchase you make shall be deemed performed in England. These Terms and Conditions shall be governed, construed and interpreted in accordance with the laws of England and Wales.

Colours

D2W Embroidery & Print Ltd only uses the best quality fabrics from leading suppliers, that's why our customers come back time after time.

Garment/Vinyl Colours

The Colours shown are only shown as samples. Please note you cannot consider them to be exact as your monitor set up can vary considerably.

Delivery

Depending on the size of the order and the amount of artwork required delivery

dates are agreed at the quotation and acceptance by the customer. If the delivery date is critical due to the garments being used for an event, holiday etc. then please state the date required at the time of filling in the request during the payment process.

VAT is charged where appropriate. Export orders subject to import duty in the customers own country are the responsibility of the customer.

Delivery charges are shown at time of quotation and agreed at customers' acceptance of order. Delivery will be by Royal Mail or carrier subject to size of shipment.

Garment Care

Whilst we only use quality garments and goods, many of the articles contain cotton. Today most cottons are pre-shrunk however when washing any garment the washing instructions should be followed as washing too hot can result in shrinkage and possible damage to the material or print, therefore ruining your item of clothing.

PLEASE FOLLOW THE INSTRUCTIONS on the garment label.

Many of the inks used today are plastisol based therefore they should not be ironed by direct heat applied to the printed logo. The garment should be ironed from the inside to protect the printing or at a low heat if the iron must be applied direct on the printed area.

By caring for your printed fabrics you should get years of good wear.

Applications

Cutable Materials for heat applied transfers to fashion, sports, school, promotional and work wear, we offer a range to suit many different needs. The materials we use are durable and high performing with a wide range of colours and finishes including reflective, fluorescent, glitter, foil and metallic to produce great visual effects.

Printable transfer material that produces a very durable and detailed full colour transfer to produce complex breast pocket logos or full colour designs.