

AGAME T's and C's...

We know how difficult terms and conditions can be to read and understand sometimes, so we've tried to make ours as simple as possible. If you want to have a read of our full version, please click here **AGAME Terms and Conditions (full copy)**, however, we've abbreviated them to provide the key information below for you.

Please be aware that as a general rule of thumb, everything we produce is personalised or bespoke in some way, whether this is a polo shirt with a club logo on or a completely made to order rugby shirt. With this in mind, the below applies to all our orders.

Pricing, Minimum Order Quantities and Visuals -

- We have two price lists. 1 for orders of 10 or more of the same garment / fit and one for less than 10 of the same garment / fit.
- Our minimum order for bespoke socks is 25 pairs of the same design and size.
- The visuals we produce are created using the logos and details you as our customer provide. We accept no responsibility for poor quality logos provided to us, but we can offer a logo redraw service for £25 + VAT per logo. We will, in most cases, let you know when the artwork isn't good enough quality.
- All the designs shown in our visuals are for guidance only and are not to scale.
- The colours we use will be matched by eye as close as possible, unless you can provide us with a specific colour from our colour chart, which is available if required.
- By providing us with artwork and logos, you are confirming that this will not infringe on the rights of anyone.

Order Approvals -

- We will send an order approval to you for all your orders. Once this has been signed off and approved, you cannot change the order in anyway. You are obliged to accept delivery, pay the agreed price and adhere to our payment terms.
- Any orders remain our property until they have been paid for in full.

Delivery and Lead Times -

- We always aim to deliver your order within our agreed time frame
- We will always provide you with an estimated delivery date when an order is placed. This is never guaranteed and is subject to change and may be extended at certain points of the year.
- On occasions we may need to split your order into more than one delivery.

Sizing –

- Please be aware that with all our garments there are small tolerance differences in the sizes. Detailed size charts are available on request.
- No returns or exchanges can be made if the size you have ordered doesn't fit, unless the garment is faulty.



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Refunds & Returns

- All our orders are generally personalised or bespoke in some way, therefore cannot be refunded or exchanged unless proven to be faulty.
- If any garment is faulty, we will happily exchange it as quickly as we possibly can.
- Any issues like this need to be reported to us within 5 working days of delivery.

Product Aftercare

- Our garments are machine washable at 30 degrees Celsius.
- Please DO NOT dry clean, tumble dry or bleach them and only iron on the reverse of any printing. Wash garments inside out.
- We will not be held responsible for any issues caused by the cleaning or drying process.

If you have any queries or questions on anything above please ask a member of our team.

