



badges & more

Delivery

While every effort is made to deliver your goods promptly, ML Badges & More Ltd cannot guarantee delivery dates to the exact day or be liable for the consequences of delays beyond our control.

Goods are sent using the most secure and cost effective service via Royal Mail or our couriers APC, UPS and FedEx. Once your goods have been received by us they will be dispatched the same or next working day. However if payment is required prior to dispatch we will not send your goods until payment has been received.

All orders placed on our online shop before 3pm will be dispatched that day if the item is in stock (excludes weekends), any orders placed after this time will be sent the next working day. This does not apply for personalised items or custom made as these take approximately 4 weeks to be manufactured.

New accounts

Unless by prior agreement, payments are as detailed on the submitted quotation sheet.

Payment terms

Any new customer is required to pay in full prior to their goods being dispatched, unless you are a school within the UK or a registered charity. After we have established a working relationship payment terms are then extended to 30 days, we will inform you when you have been put onto 30 days payment terms.

Overseas schools are required to pay prior to dispatch. Any customer who doesn't pay their account within 30 days may be taken off this service and put back onto full payment prior to dispatch until we decide otherwise.

Overdue accounts

ML Badges & More Ltd reserve the right to impose a surcharge on all overdue accounts at the rate of 2.5% or £10 per month whichever is greater. The surcharge shall be payable in respect of a period less than one month as if such period was in fact one month.

Cancellations

ML Badges & More Ltd cannot accept cancellation of orders verbal or written once in production. ML Badges shall charge for all design work and factory charges such as die tools, plates, patterns, moulds etc. undertaken to the date of cancellation.

Quotations

Quotations are based on the information submitted by the customer and are prepared in the form of a written quotation prior to design/manufacture. Customers are requested to confirm their order(s) by email, purchase order or telephone.

Samples

ML Badges & More Ltd can produce pre-production samples if required. Unless stated otherwise, we request full payment of the die tool prior to the samples being dispatched. However should we be instructed by the customer to bypass the sample stage and proceed to main production we will take no responsibility for any slight variation in colour from the approved visual. Production is undertaken only on this understanding in full by the customer.



badges & more

Visual

ML Badges & More Ltd supply detailed, compatible visuals free of charge to all customers upon an order being placed. Should any alterations be required, our studio will resubmit another visual for your approval. Please note the maximum alterations is three, ML will then charge for additional alterations at the current studio rate. Costs for separate design services will be clearly shown on the quotation in advance of any order placed. If no order is placed upon receiving visual, artwork charges of £60+ apply, this will be stated at quotation stage.

Shortages

Due to the logistics of production and quality control, any shortages must be notified to ML Badges & More Ltd in writing within 5 working days. Although we quality check your goods, we do not count every single item.

Prices

ML Badges & More Ltd reserve the right to amend prices without prior notification on goods not previously ordered. In the event of the above conditions being in conflict with those of the buyer, the conditions of the seller will apply.

Product usage

Please note that many of the products manufactured require a pin or magnetic fixing plus other parts which could be deemed dangerous to children aged 3 and under. We strongly advise all products are kept away from small children.

Adhesive backing

ML Badges & More Ltd supply quality industrial 3M adhesive backing which can be used as an alternative fixing on products. However no guarantees can be given to the permanence or period of time of it's adhesion to the attached surface.

Reproduction of existing badges

Due to differing manufacturing equipment, base materials, techniques and colour mixing ML Badges match an original item as close as is technically possible, 100% exact colour matching cannot be achieved and orders are placed on this understanding and acceptance.

Dies, moulds, plates etc.

Our factories keep all die tools and moulds for a period of 3 years, any re-orders placed past the 3 year cut off point will require these die tools, moulds etc. to be remade and charged at the current rate. Plates are kept for a period of two years and the same applies.

Copyright

With the exception of existing corporate badge compatible images supplied to ML Badges & More Ltd, any product manufactured by ML Badges requiring copyright production from the owner/licensee will be the sole responsibility of the person(s) company who places the order with ML. They would be required to supply ML with written confirmation of the said approval prior to commencement of any work. ML Badges accept no responsibility whatsoever of any infringements or legal actions regarding copyright/reproduction.



badges & more

Copyright Design & Patent Act 1988

Your approval and signature is required to cover the following specific points;

- 1) Where you have furnished us with badge compatible artwork copy, that is your copyright property and you grant license for us to reproduce it upon the item in which you have ordered.
- 2) Where we have produced any necessary visuals/badge compatible artwork, we as copyright owners assign a reproduction right for you to feature upon the item which we are producing for you.