

SM

SOULMADE BRANDING

OPERATIONS & CUSTOMER POLICY

Official internal operating procedures and customer service policies

PUT YOUR SOUL ON IT.

Business	SoulMade Branding
Document	Operations & Customer Policy
Purpose	Professional order management, production and customer service

PART A — INTERNAL OPERATIONS SYSTEM

This section is the official workflow SoulMade Branding should follow when dealing with customers and completing orders.

1. CUSTOMER ORDER WORKFLOW

Step 1 — Customer Inquiry

Collect the customer's name, contact details, required product or service, quantity, deadline, and whether the customer is supplying the items to be branded.

Step 2 — Confirm Requirements

Confirm the exact order details before pricing. Do not begin work based on assumptions. Confirm quantity, sizes, colours, placement and deadline.

Step 3 — Prepare the Quotation

Provide a quotation showing the customer, products or services, quantity, unit prices, total amount, deposit required and quotation validity period.

Step 4 — Receive Payment

Collect the required deposit before production begins, unless a different arrangement has been agreed in writing.

Step 5 — Design & Artwork

Prepare the artwork according to the agreed requirements and send a digital proof to the customer.

Step 6 — Artwork Approval

Obtain clear written approval before printing or production. Keep the customer's approval message as part of the order record.

Step 7 — Production

Production begins only after payment requirements and artwork approval have been completed.

Step 8 — Quality Check

Check spelling, names, numbers, colours, placement, print quality, quantity and the overall condition of the finished products.

Step 9 — Final Payment

Collect any outstanding balance before collection or delivery, unless another written arrangement exists.

Step 10 — Collection or Delivery

Arrange collection or delivery, confirm receipt and close the order.

2. DEPOSIT & PAYMENT POLICY

Standard Orders

A 50% deposit is recommended before production begins. The remaining balance is payable before collection or delivery.

Design Services

For services such as logo design, profile design and digital artwork, full payment upfront is recommended before final files are released.

Custom Orders

Deposits for customised work may become non-refundable once design preparation, printing or production has started.

No Deposit, No Production

SoulMade Branding should not begin production without the required payment arrangement being met.

3. ARTWORK APPROVAL PROCESS

Digital Proof

Send the customer a preview of the artwork before production.

Customer Review

The customer must check spelling, names, dates, phone numbers, colours, sizing and design placement.

Written Approval

Ask the customer to reply clearly with "APPROVED" or another written confirmation.

Golden Rule

NO APPROVAL = NO PRINTING.

After Approval

Once artwork is approved, further changes may result in additional charges and delays.

4. CUSTOMER-SUPPLIED ITEMS

Condition of Items

Customers who provide their own T-shirts, caps, hoodies, mugs or other items remain responsible for the original quality and condition of those products.

Reasonable Care

SoulMade Branding will take reasonable care during the branding process.

Material Risk

Some fabrics and products react differently to heat, pressure and printing processes. SoulMade Branding cannot guarantee against defects caused by poor-quality, damaged or unsuitable customer-supplied items.

5. DELIVERY & COLLECTION PROCESS

Collection

Notify the customer when the order is ready. Confirm any outstanding balance and arrange collection.

Delivery

Confirm the delivery address, customer contact number, delivery fee and payment arrangement before dispatch.

Proof of Receipt

Where possible, keep proof that the customer or authorised person received the order.

PART B — CUSTOMER TERMS & CONDITIONS

The following shorter version can be shared with customers on quotations, invoices, WhatsApp or social media.

1. Quotations

Quotations are valid only for the period stated on the quotation. Prices may change if the quantity, design, size, materials or branding requirements change.

2. Payments

A deposit may be required before production begins. The outstanding balance must be paid before collection or delivery unless otherwise agreed.

3. Production

Production begins only after the required payment, complete order information and artwork approval have been received.

4. Artwork Approval

Customers are responsible for checking all spelling, names, dates, phone numbers, colours and design placement before approval. SoulMade Branding will produce the approved artwork.

5. Changes

Changes requested after final artwork approval may result in additional charges and production delays.

6. Customer-Supplied Items

SoulMade Branding takes reasonable care when branding customer-supplied items but cannot be held responsible for defects caused by the original quality, condition or suitability of the item.

7. Customised Products

Once customised production has started, payments or deposits may not be refundable because personalised products may not be suitable for resale.

8. Collection & Delivery

Orders should be inspected when collected or received. Any concerns should be reported as soon as reasonably possible.

CUSTOMER APPROVAL MESSAGE

ARTWORK APPROVAL REQUIRED

Please carefully check the spelling, names, numbers, colours and design placement. Reply APPROVED if you are happy for SoulMade Branding to proceed with production. SoulMade Branding will not be responsible for errors contained in artwork after final customer approval.

SoulMade Branding • Custom Printing • Branding • Promotional Products

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