

# Kalopsia // MAKERS AGREEMENT

## The Agreement

Kalopsia Collective are a Social Enterprise, dedicated to supporting the evolving Scottish Textiles community by providing specialist micro manufacturing services for individual creators and small businesses.

By placing an order with Kalopsia Collective, you are entering into an agreement that considers supporting each party through the making process.

### *What can Kalopsia offer?*

- We are a small but highly skilled team of designers and makers with over a decades worth of production and manufacturing experience both within the UK and abroad.
- Throughout the agreement process we will aim to make your products with the care and attention they deserve, realising the best possible outcome for your ideas. We will do this by openly communicating with you at every part of the process so you that you know your custom is in safe hands.
- Our process takes time, we create each item by hand with the care and consideration needed to make quality products with sustainability and craftsmanship at their very heart.

### *What do we need from you?*

- Communication is key to our process. Wether you know exactly what you want or need some guidance as to what fabric to use or how to construct your item. Whatever the issue, please be open and honest with us at the planning // ordering stages of the process. This will ensure that our time and resources are put to use in creating your desired outcome.
- Though we have extremely high quality standards, we must remind you that human hands will be making your product - so occasional variations in stitching or construction may occur.

## Conditions

### **User rights**

- By submitting your design to Kalopsia Ltd., you retain all copyright rights pertained to your brand. Any patterns constructed by Kalopsia Ltd. remain the copyright of Kalopsia Ltd.
- As part of the making process we will also visually articulate to our community what we are doing and who we are working with, this is most often done through social media. This is both a great marketing platform for our production services and your designs. Please confirm in advance if you are not happy for us to involve you in this. All images with be credited to their owner.

- By using our services both parties agree to treat each party with respect. Any communication or activity deemed inappropriate may result in the termination of any agreements or custom.

## **Production**

We will always aim to deliver your items on time to the standard required. We agree to always aim to keep you up to date with any changes that may occur. Any changes in your circumstances that will have an impact on us must be communicated at your earliest convenience. This should be done through our email address: [info@kalopsia.co.uk](mailto:info@kalopsia.co.uk)

## **Wastage**

Whilst every care is taken to produce your product economically with limited wastage, sometimes scraps of material or fabric are left over. We will inform you at the end of the making process whether or not this has occurred. It is your responsibility to collect any left over materials. If you do not do this within one month of the invoice date, you are therefore granting us permission to use your material for pattern making, or any other use that does not directly infringe on your design or copyright.

## **Returns**

Hopefully, through our open communication policy throughout the making process, we will be able to overcome any issues or questions regarding the production of your item. If you are not happy with the outcome, please contact us on receipt of your purchase. We will use our discretion to come to the best possible outcome that is right for both customer and maker.

## **Payment**

As we are a small organisation, we rely on your custom in order for us to offer a service that delivers quality products on time. As part of this process we require you to consider the following terms of payment before entering into agreement with us.

- Kalopsia Ltd. will provide you with a quote for any services required.
- Please ensure that all payment reaches us within 28 days of the invoice date. If payment is not received within this time frame a 10% late charge for every working week in arrears.
- All orders are subject to a 10% deposit on agreement. Orders over 100 items are subject to a 20% deposit upon agreement.

**By receiving your deposit you are therefore agreeing to the terms and conditions of our contract.**

If you have any questions or queries about the above terms, please contact us at [info@kalopsia.co.uk](mailto:info@kalopsia.co.uk).