GETHER SARL

Our commitments

ENG-2026-11-26 · VERSION OF 26 NOVEMBER 2026 · ENGLISH TRANSLATION

About this translation

This is the English translation of Gether's charter "Nos engagements", version **ENG-2026-11-26** of 26 November 2026. In the event of any discrepancy, the French version (gether.studio/cgv/engagements) prevails, and the terms and conditions of sale remain the reference.

In short

A custom garment is made in workshops, by teams, with materials bought for you. There are always unforeseen events: a fabric that arrives late, a shade that varies from one batch to another, a parcel damaged by the carrier. No one can say they will never happen. Each one already has its answer, written here and in our terms and conditions of sale.

1. What we do on every order

- **One proof per product before any production**: you approve the texts, artwork, positions and colours (Terms art. 3).
- **An honest estimated date**, and a **firm date** when your event requires it, if the quote says so (Terms art. 5).
- **A foreseeable delay is announced to you** as soon as we learn of it, with a new date; for a supply contingency, within **2 working days**, with a replacement solution where possible (Terms art. 5.2 and 13.1).
- **Transport without surprises**: the transport share always appears on the quote, we bear **one third** of any justified increase in carrier surcharges or customs, the whole capped at **15%** of the quote's transport share unless you agree, and an express shipment is never made without your written consent (Terms art. 4.6).
- **Claims handled quickly**: acknowledged within **1 working day**, solution offered within **5 working days** of your photos and quantities (Terms art. 9.8).

2. If something goes wrong: the custom-order scale

Delay on the estimated date

- We may offer an express shipment to catch up on the delay, of which we pay **one third** (Terms art. 4.6 b).
- Beyond **15 working days** of manufacturing delay, workshop included: the **transport share of the quote is refunded**; a delay on your prerequisites (deposit, files, proof), force majeure, customs or the carrier does not count (Terms art. 6.1 a).
- Beyond **30 days** of delay not caused by you: you may cancel the undelivered part and be refunded (Terms art. 6.1 b).

Delay on a firm date

- The express shipment needed is at our expense (Terms art. 4.6 d and 6.5).
- Compensation of **2% per working day** of delay, up to **15%** of the price of the late part (Terms art. 6.2); for an association, this is a minimum.
- Missed event: full refund of the part concerned, or a **30% reduction** if you keep the pieces, plus the 15% compensation in both cases (Terms art. 6.3).

Piece out of tolerance but wearable

- You keep it with a **10% reduction**, or you choose one of the remedies for a non-wearable piece (Terms art. 9.6).

Non-wearable piece

- Your choice, among what meets your date: **remake** with a new date within **5 working days** of your choice, **refund**, or a **30% reduction** if you keep it (Terms art. 9.6).
- A piece that presents a safety risk is never kept: it is remade or refunded.
- Returning defective pieces is at our expense. One piece does not combine two remedies; in the event of disagreement about a piece, the ones you kept prevail.

Decoration different from the approved proof

- Remake or refund of the pieces concerned (Terms art. 9.6).

Error present on the proof you approved

- It remains your responsibility, but we offer the remake **at cost**, without margin (Terms art. 3.7).

Quantities

- A variance of **5%** (**3%** above 1,000 pieces) is invoiced on the quantity delivered; beyond that, the shortfall is completed or refunded (tolerances appendix, Terms art. 9.6 and 9.7).

Colours

- A colour is compliant if it stays within the named shade approved on the proof; a screen or a paper swatch is not a reference. Otherwise it is a defect and the scale applies (tolerances appendix).

Lost or damaged parcel

- You enter precise reservations on the delivery note and notify us **within 48 hours** with photos (Terms art. 9.2).
- Where we organised the transport, we file the claim and offer to remake or refund the pieces, up to the carrier's compensation or the "ad valorem" insurance if you took it out: the products travel at your risk once handed to the carrier (Terms art. 9.2 and 14.2).

Failing workshop or supplier

- We notify you within **2 working days** with a new date and, where possible, another workshop. The delay scale applies: transport share refunded beyond 15 working days, cancellation possible beyond 30 days (Terms art. 6.1 and 13).

Everything else

- Business customers: our liability is limited to the price excluding taxes of the order, excluding indirect loss; no limit applies to refunds for products not delivered, refused or refunded (except transport loss, above), to personal injury or to gross negligence (Business Terms art. 10).
- Associations: no general cap (Association Terms art. 10).

What we ask of you

- Report a visible defect with photos and quantities within **8 days** (**15 days** for an association), a hidden defect within **30 days** of its discovery (Terms art. 9.3 and 9.4).
- Keep **5 pieces** concerned, unwashed and undistributed, for 30 days (Terms art. 9.5).

3. What we cannot promise

A date remains an estimate until it is firm. A colour seen on screen is never exact. Customs and carriers have their own unforeseen events. To go further, two options are available on the quote: the **firm date** and the **"ad valorem" transport insurance**.

4. gether.studio shop: customisable blanks

- Firm price, transport included; your card is charged only when we approve your files (Terms art. 2.2 and 4.2).
- Printing error or damaged item: a photo showing the defect, within **14 days** (15 for an association) is enough, and we reprint or refund, without returning the pieces unless we ask for them (Terms art. 9.9).
- More than **15 working days** of manufacturing delay on the announced date: the delivery charges shown at the time of order are refunded, except force majeure, customs or the carrier (Terms art. 6.1 a).

Where it is written

This charter summarises the Business Terms (gether.studio/cgv/pros) and the Association Terms (gether.studio/cgv/associations), which are authoritative; it does not reduce any right the law gives you.