

Team HG Limited.

Thank you for giving us the opportunity to be involved in your project and choosing Team HG to partner with you and your company to carry out either Vehicle Branding, Signage and Display or Architectural Décor works.

Our Mission... is to provide you with an industry leading service that is, perfectly specified and implemented for your individual requirements. Team HG... are obsessively dedicated with a genuine passion for achievement. We strive to build a long-lasting client relationship and are always on hand to assist, direct and plan the perfect strategy.

Budget Planning... we understand projects need to come in on budget. We are here with tailored options and always on hand to create the perfect plan for you. Just tell us what works for your budget, and we'll strive to make it happen.

“ To stand apart from the competition, you must first stand together as a TEAM!”

Our values as a company are that:

We're loyal;

To our customers, to the project, to our word, to each other and to the HG Brand.

We work in harmony;

With our customers and across departments. We offer help and support to our colleagues when it is required.

We take extreme ownership;

Of our own area of expertise with the understanding of the ripple effect this has throughout HG.

We strive for continuous improvement;

In our own abilities and in working practices. We are growth orientated.

Paying a 50% deposit will send your job into production, once production has started this deposit is then non-refundable. Only if no material order has been made, print or any other part of production has started will deposits be refunded.

*50% payable upfront and 50% payable on collection is specifically for projects that are completed on our premises. For any work undertaken on customer sites or as a supply only project, the total invoice amount will be payable upfront prior to works beginning.

Projects with a total value of £15,000 or over are subject to our standard 50% deposit, then the remaining 30% on delivery or project start date and the final 20% on completion. An account form must be completed.

Purchase Orders:

If your company uses purchase orders, this reference must be provided when the order is accepted. We are unable to add the purchase order number to your invoice at a later date if this has been passed to our accounting software.

On Account Facilities:

Building long lasting customer relationships is what we are all about, this means we are able to offer a credit account with Team HG should you meet the qualifying criteria and credit checks undertaken by our accounts department.

Contact accounts@teamhg.co.uk and speak to the team to see if this is something we can offer for yourselves.

All invoices raised for on account customers are payable within 30 days from invoice date and we will exercise our statutory right to claim interest (at 8% over the Bank of England base rate) and compensation for debt recovery costs under (The Late Payment of Commercial Debts Interest Act 1998) If we are not paid according to our agreed credit terms.

Larger projects with a value of £15,000 or over are subject to a 50% booking deposit, the remaining 30% on delivery or project commence date and the final 20% on completion.

In-House Graphic Design:

We offer a number of packages for the design element of your project because we know that one solution doesn't fit all.

Our client's needs differ, and we cater to suit those. We work with some clients who have their own internal graphics designers, and our in-house team may just need to produce a visual for the final proof and then we have some clients who require more involvement at this stage of their project.

What we're able to offer;

Open Up-Front Pricing:

The enquiries and sales team work together to offer the best possible solutions suited to your end needs. We ensure we ask the right questions from an early stage to be able to give you an accurate quote for your project as soon as possible. This is also one of the reasons why we will ask for and require photos of the project, be it a vehicle or shop front, prior to confirming any quotes as we need to fully assess the project to be able to give you the best solution possible.

We have a miniscule minimum order value of only £30 plus VAT, although this doesn't happen often, our friendly team are on hand to advise you to ensure you always get good value for money.

Once your quote has been accepted an invoice will be raised and deposits are payable.

If your project has a design element to it then this line item will be invoiced and payment is required upfront, which will then send your job on to the next stage and into our designer's workflow.

Once you have signed off on the final visual 50% of the invoice total is then payable upfront to secure your production and workshop slot. The rest is payable upon collection*.

Either way, there's a package to suit you because we know just how important the difference is between a good design and a GREAT design.

Level 1 Design Package = £50.00+VAT

This package would suit the customer who has a print-ready logo/graphics and knows what they want and where.

- Basic Setup of Artwork Providing the Customer with a Mock-up and Print-Ready Artwork.
- Includes 1 revision

Level 2 Design Package = £75+VAT

This package would suit the customer who has a good idea of what they want and where but doesn't already have a print-ready logo/graphics for our designers to work with.

- Customer has an idea for a design but doesn't have concept designs or print-ready logos. Team HG will design concept visuals and set up print-ready artwork.
- Includes 2 revisions

Level 3 Design Package = £150+VAT

This package would suit the customer who is just starting out or the ones who want to create something bespoke and are wanting our designers to create something original for them.

- Customer doesn't have a concept for the design they want and doesn't have a print-ready logo/graphics.
- This is also be used for more bespoke design work
- Includes 3 revisions

£150+VAT based up to 3 hours (additional hours will be discussed with the client at this point and quoted accordingly)

Visual Forms; Confirming Design, Colour & Material:

The ability to picture the end product is something we want our clients to be able to do. Working harmoniously with you to confirm all of your design(s), material and colour choices via email so that you are confident to go ahead and happy to pay a deposit to confirm a booking slot...

Once the final quote has been accepted and the Booking Deposit(s) paid, we would then order the parts specifically for your works and look forward to seeing this come to life!

Visual forms will have a version number at the bottom, depending on the amendments made, you will be asked to check the latest version of your design carefully, ensuring all wording, numbers and colours are correct and confirming in writing that you are happy to proceed.

Production will be started based on the confirmation of the visual and payment of deposit, any amendments required after this will be at an additional cost should any be incurred if we cannot easily make changes.

Please note colour representation is only as accurate as the web design process allows. If you have a colour, you want matching to, we would need a Pantone, or RAL reference to match the print to.

Specific Booking Slots:

Our departments work in harmony together so there is a seamless flow

between customer service and design, to us quoting, invoicing, and taking a deposit to then scheduling your slot in the workshop calendar.

Once your initial deposit is paid and visual is signed off, we can then secure you a slot in our calendar; unfortunately, we cannot hold any workshop/fitter dates until a deposit is paid. This allows for a flow of work to seamlessly pass through our workshop and to be able to book fitters for specific jobs.

The friendly customer service team will be in contact to confirm your workshop booking/fitting date via email through our scheduler.

Appointment Cancellations:

If for any reason you are unable to keep your workshop/installation appointment, please contact our team giving at least 48 hours' notice. If you do not provide adequate notice this may result in a cancellation fee of up to £480.00

A Slick Experience... Vehicle Condition:

A few things to consider prior to any vehicle branding which helps us to help you and make the experience even slicker is that we need the vehicle to be with us for 8.30am on the day of your scheduled works. The vehicle must also be in a clean state with any heavy dirt washed from it.

Our fitters will perform a pre-installation check taking photos prior to any works to save any discrepancies later.

We're great at what we do, but unfortunately don't have a great tea maker at Team HG and wouldn't be able to have clients wait with their vehicle whilst it is in the workshop. So please make sure you have someone available to collect you once the vehicle has been dropped at our premises.

Custom Built Premises and Industry leading Endorsed Installers:

The home of Team HG has been custom built, and we are continually installing the latest equipment and undergoing industry training to ensure we deliver to the highest standards that we can. We are the highest accredited installers in Yorkshire. Our installers undergo rigorous training along with our in-house Team HG initiation and have a real passion in their area of expertise.

Aftercare:

You will be advised of how to best take care of your project, for example we do not recommend using a jet wash on any vehicle vinyl. A document will be given physically and electronically with this aftercare advice, should any product fail due to poor aftercare this will be the responsibility of the client.

HG Guarantee:

All of our products come with an industry-leading warranty and are covered by our HG Guarantee for their specific application when correct aftercare is followed. A copy of this will be sent with your invoice but can also be requested by emailing hello@teamhg.co.uk

Don't hesitate to contact us, we are always on hand to help. Our customer service extends way beyond the completed job as we ensure customer satisfaction is at the forefront of everything we do.