

WORKING WITH PREMIUM GOLF BRANDS

Your guide to doing business with us



PGB

premium golf brands Ltd.

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About Premium Golf Brands

Premium Golf Brands (PGB) is an independent apparel brand company focused on brand management, product sourcing and distribution with over 45 years expertise in brand development and product design. We operate from a purpose-built facility in Cork, Ireland and have a sourcing office in Hong Kong.

Born out of the Eurostyle Group (founded in 1972), Premium Golf Brands was set up on January 1st 2008.

Premium Golf Brands prides itself on its vertical internal structure, where all of the company's expertise, from design, marketing and product development through to customer service and distribution, are kept in-house.

Our in-house design team bring each of our brands to life every season. They are responsible for the creation and development of Calvin Klein Golf, Green Lamb, Cutter & Buck and Dwyers & Co.

Their expertise and experience keep them ahead of the curve and ensures that each piece is created with meticulous care and attention to detail. There is a huge focus on innovation and using the latest performance materials in our garments. This means we are confident that each of our pieces is hitting the mark in terms of style and quality every time.

We are industry leaders in what we do, and we have a proven track record with the brands we represent.

We design, market and distribute a number of global brands.

- **Global Master Licensee for Calvin Klein Golf since 2009**
- **Green Lamb brand owners**
- **Dwyers & Co. brand owners**
- **European Licensee for Cutter & Buck since 2002**
- **European Licensee for Pukka Headwear since 2006**
- **Private Label Collection brand owners**

* We also offer an embroidery and barcoding service and provide club cresting for the most prestigious Golf Clubs in Europe.

Contact information

RECEPTION

SARAH CONROY	Sarah.Conroy@eurostyle.ie
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CUSTOMER SERVICE

DAWN MCGOVERN	Dawn.McGovern@pgb.ie
AISLING HILL	Aisling.hill@pgb.ie
ANNE O'BRIEN	Anne.obrien@pgb.ie
MELANIE KEANE	Melanie.keane@pgb.ie
LIZ BUCKLEY	Liz.buckley@pgb.ie
FIONA KENNEALLY	Fiona.kenneally@pgb.ie

ACCOUNTS

MICHAEL BUCKLEY	Michael.buckley@eurostyle.ie
GRACE O'SHEA	Grace.oshea@pgb.ie
JEN QUIGLEY	Jen.quigley@pgb.ie
ANNE MARIE GRAYEM	Annemarie.grayem@pgb.ie

Free Phone Number:

UK: 0808 238 1728

Ireland: 1800 938 822

Getting Started

New Account Form & DD Mandate

- ◇ All new PGB customers must first fill out a New Account Form & DD mandate.
- ◇ These forms must be supplied by the agent and will need to be completed. The originals must be posted back to PGB.
- ◇ Orders presented without the above information will not be processed. Any order received by PGB without the new account form and DD mandate will be held for 5 working days. If we have not received these on the 5th day, the order will be returned to the agent unprocessed.
- ◇ Please note that credit will only be offered to those customers for whom we are able to obtain credit insurance.
- ◇ All new customers are required to sign up to Direct Debit. Terms are 25th of the following month.
- ◇ The company reserves the right to charge interest on balances more than 60 days overdue.

We cannot guarantee stock until a new account form has been processed.

How to Place an Order



Trade Web – Online Order Portal:

Here at PGB we are dedicated to making business easy and hassle free for all our customers.

Trade Web allows you to:

- ⇒ Place an immediate order
- ⇒ Place a pre-book order
- ⇒ Track the progress of your orders
- ⇒ Create and email order acknowledgements
- ⇒ View your full order history
- ⇒ View “live” stock availability

You can access the site using the below link & login details and selecting your customers account:

<http://ltw.pgb.ie>

Login:

Password:

When using this system, please note the below:

- * Please do not mix immediate and pre-book stock on orders
- * Any applicable discounts will be added to the order by the PGB customer service team once the order has been submitted
- * Any applicable delivery charges will be added/amended by the PGB Customer Service Team once the order has been submitted
- * Please select a due date for pre books within the desired delivery window
- * If you require any assistance when using this system, please feel free to contact our Customer Service Team:

IRE Free Phone – 1800 938 822

UK Free Phone – 0808 238 1728

Embroidery Orders

New logos:

The following information must be included for creating a new logo:

- * Logo in DST format. If these cannot be acquired, we will try to create a new logo from an image in jpeg format – please see logo charges.
- * Size of logo.
- * If the logo needs to be created specifically for a cap, this needs to be specified.

Once all the above is in order, the customer will be emailed a sample for approval within 48 hours.

Note: All new logos need to be approved in writing.

Existing embroidery customers:

The following information must be included for processing an order:

- ⇒ **Logo code:** Code given to the logo by PGB.
- ⇒ **Logo position:** Please ensure it is possible to crest on the position you advise e.g. asking for a vest to be crested right sleeve.
- ⇒ **Logo colour:** Please choose from one of the following options:
 - * FC- Full Colour (Specified logo colour)
 - * CM – Colour Matching with garment colours
 - * PGB – Colours chosen by PGB (for solid garments)
 - * Other, please specify

It is not sufficient to advise 'same as previous', this is not an acceptable embroidery term & the order will be held unprocessed and not booked into the embroidery schedule.

All customers will receive a copy of their logo via email for each order processed. This needs to be confirmed before the order will be released for cresting. ***No order will be released for cresting without written approval of the logo from the customer.***

At the time you place a crested order, a Customer Service advisor will advise you of the next available embroidery date. This date is based on all relevant information being provided & logo being approved.

PGB are relieved of all responsibility if work is processed as per approval.

Embroidery charges 2019

⇒ **New logo creation charge** - €50.00/£40.00

⇒ **Standard embroidery charges:**

- * Standard embroidery charge for 6 or more garments - €3.00/£2.50 per garment (Less than 10,000 stitches)
- * Embroidery charges for **less** than 6 pieces - €4.00/£3.50 per garment (less than 10,000 stitches)
- * Any garments returned to PGB for additional creasing - €4.00/£3.50 per garment.

⇒ **Text embroidery:**

- * Text embroidery will be invoiced at will be invoiced at €3.00/£2.50 depending on the position of the text.
- * If the additional text is placed in the same position as the club crest, then no extra charge will be applied.

Barcoding Service

Barcoding is offered as an additional service to our customers.

The following charges are applicable for all customers for barcoding unless otherwise approved by senior management.

- €0.30/£0.30 per garment.

Barcodes must be provided by the customer allowing a reasonable time-line for this task to be booked into our schedule.

Orders where barcoding has not been specifically marked & is requested after the order has been processed will be booked into the next free date available & not given preference over any other tasks to meet completion dates.

All orders accepted by Premium Golf Brands are treated as binding contracts. Order cancellations will not be accepted under any circumstances. It is at the discretion of management under exceptional circumstances to accept an order cancellation which will incur a 25% cancellation charge.

Discounts

1. Pre-book discounts:

⇒ Each pre-book season discounts & deals are set out for all brands. These discounts/deals are usually based on the order value and this varies per brand per season.

2. In-season discounts/Top up order discounts:

⇒ A minimum re-order of 6 pieces is required for the customer to avail of their pre-book discount. This applies to each individual brand.

3. Own use pieces:

⇒ Own use pieces will be invoiced at trade less 30% (10 pieces max). Half commission will be paid on these orders.

4. Staff Uniform:

⇒ Staff uniforms will be invoiced at trade less 30% (10 pieces max). Half commission will be paid on these orders.

5. Team Uniforms:

⇒ Team uniforms will be invoiced at standard trade prices.

Pre-Book Delivery Windows

All pre-book orders are delivered within two-week pre-book windows. The due date on the pre-book order is indicative of the opening of our two-week delivery window and not the actual date the customers goods will be delivered.

Spring Summer 2019

DELIVERY WINDOW	DATES	BRAND
1	15 th – 31 st Jan	CK Spain & Portugal only
2	01 st – 14 th Feb	Green Lamb, Cutter & Buck and Dwyers
3	01 st – 28 th Feb	Calvin Klein

Autumn Winter 2019

DELIVERY WINDOW	DATES	BRAND
1	15 th – 31 st Aug	All brands available
2	01 st – 14 th Sept	All brands available
3	15 th – 29 th Sept	All brands available

Clearance Periods & Discounts

CALVIN KLEIN

CUTTER & BUCK

GREEN LAMB

SPRING SUMMER	30% discount from 01 st Jun for 3 weeks only. 1 st week is for customers that pre-booked the collection only.	30% discount from 01 st Jun for 3 weeks only. 1 st week is for customers that pre-booked the collection only.	30% discount from 01 st Jun for 3 weeks only. 1 st week is for customers that pre-booked the collection only.
AUTUMN WINTER	25% discount from 01 st Dec for 3 weeks only. 1 st week is for customers that pre-booked the collection only.	25% discount from 01 st Dec for 3 weeks only. 1 st week is for customers that pre-booked the collection only.	25% discount from 01 st Dec for 3 weeks only. 1 st week is for customers that pre-booked the collection only.

- * Minimum purchase order of 12 pieces excluding accessories
- * Classics and carry forwards are not included
- * Full commission paid on these orders

Outside of the above end of season discounts, here is the standard discount & commission structure:

DISCOUNT	COMMISSION
LESS THAN 30%	Full commission
30%	Half commission
31%+	No commission

Explanation of Order Acknowledgement

FORWARD ORDER ACKNOWLEDGEMENT

From:
Premium Golf Brands Ltd
Boland Industrial Estate
Mallow Road
Cork
Ireland
Telephone: +353 21 421 1160
Fax: +353 21 421 1166
Email: info@premiumgolfbrands.com
VAT Number: IE 6375958S

Invoice To:
IFIELD PRO SHOP ***** TARTAN
JONATHON W EARL
IFIELD GOLF CLUB
RUSPER ROAD
IFIELD
WEST SUSSEX
ENGLAND
RH11 0LN
Customer VAT Number: GB 528460146

Deliver To:
IFIELD PRO SHOP ***** TARTAN
JONATHON W EARL
IFIELD GOLF CLUB
RUSPER ROAD
IFIELD
WEST SUSSEX
ENGLAND
RH11 0LN

Logos: PGB, Calvin Klein golf, GREEN LAMB, Duyers & Co, CUTTER & BUCK, Pukka

Order No.	Account Code	Page	Order Date	Due Date	Sales Person	Customer Ref.
00120716	000IFI	1 of 1	20/01/2015	17/02/2015		PGLSS15PHONE

Product	Description	Quantity	Price (STG)	Per	Value (STG)	Trade Disc	VAT Code
SG14305	TERRI SKORT						
	08 10 12 14 16 18 20						
	NAVY	1	30.00	1	30.00	0.00%	E

Shipping Instructions:
M

- 1. SHIPPING CODE:000IFI
- 2. EMBROIDERY INSTRUCTIONS:NONE
- 3. PICKING/PACKING REQUIREMENTS:NONE
- 4. SHIPPING/OTHER INSTRUCTIONS:NONE

Total Qty	Cartons	Gross Weight	Net Weight	Volume
1				

VAT Code	Goods Amount	VAT Rate	VAT Amount
E	33.00	0.00%	0.00

Goods: STG	30.00	
Delivery Charge STG	3.00	E
STG:		
Total: STG	33.00	

Terms:
Net payment due within 30 Days.

Explanation of Order Acknowledgement

Key:

1. Customer invoice address.
2. PGB order number.
3. Customer account code.
4. Order date – the date the order was processed.
5. Due date – the date the order is due to despatch.
6. Customer reference – e.g. customer PO number.
7. Customer's delivery address.
8. Order details.
9. Trade price.
10. Total line value.
11. Discount applied.
12. Total order quantity.
13. Total value & breakdown.
14. Payment terms.

Order acknowledgements are sent to customers for all pre-book orders placed.

If you would like the customer to receive an acknowledgement for an ASAP order, please contact the Customer Service team and they will send this information.

Order Policy

- ⇒ Any changes to orders will need to be sent to prebook@premiumgolfbrands.com
- ⇒ All instructions must be clear and have all the relevant information attached (where applicable) . Should this not be adhered to the order will be held or returned without processing.
- ⇒ Our policy is to ship all ASAP plain orders within 48 hours pending all relevant information is present and customers account is up to date. Pre-book orders will ship within the delivery window dates provided.

We do not accept unconfirmed provisional orders.

Carriage, Shipping & Tracking

Delivery times & surcharges

Ireland:

- * 1 piece - €3.00
- * 2 – 6 pieces - €5.00
- * All other orders under €500 - €6.00
- * Orders over €500 will be delivered free of charge.

Delivery within Ireland will take approximately one to two working days.

United Kingdom:

- * 1 piece - £3.00
- * 2 – 6 pieces - £5.00
- * All other orders under £400 - €7.00
- * Orders over £400 will be delivered free of charge.

Delivery within the United Kingdom will take approximately two to three working days.

Mainland Europe:

- * Orders under €500 - €15.00
- * All other orders over €500 will be delivered free of charge.

Delivery to mainland Europe will take approximately three to seven working days, depending on the final destination.

Island Destinations:

Delivery to island destinations may take longer and may incur additional delivery charges. Please contact the customer service team for more information on this.

Express Delivery:

We can arrange for next day express deliveries (depending on the location) please note however that express deliveries are at the customers expense.

The Customer Service Team will advise of express shipping charges on receipt of the order if required.

Tracking deliveries:

If you wish to track an order, please contact the Customer Service team and they can provide you with a tracking number.

Cancellation, Returns & Defective Goods Policy

Cancellation Policy:

- ⇒ All orders accepted by Premium Golf Brands are treated as binding contracts.
- ⇒ Order cancellations will not be accepted under any circumstances. It is at the discretion of management under exceptional circumstances to accept an order cancellation which will incur a 25% cancellation charge.

Returns Policy:

If a customer receives an incorrect size or an incorrect order, please contact Customer Service immediately for a return authorization number so that we can quickly process your return.

Return Process

- ⇒ Contact the Customer Service team and give the details of the return i.e. reason, style code/ colour/size.
- ⇒ Depending on the quantity of goods to be returned & the circumstances relating to the return, Customer Service will advise of action to be taken.
- ⇒ Once the return has been authorized, we will email the authorisation paperwork.
- ⇒ This paperwork needs to be printed, enclosed in the box and the RET number needs to be clearly written on the outside of the box.
Boxes are to be addressed to 'Returns Department'.
- ⇒ We will endeavour to credit the customer's account within 48 hours of receipt of package. Goods must be returned in a saleable condition i.e. all customer attachments removed (barcodes etc.). All goods must have the original swing tags attached. Any returns that do not meet these requirements are subject to a restocking fee of 10%.
- ⇒ Goods returned unauthorized, or without the correct authorization paperwork will be returned to the customer at their cost.

There is a strict 12-month deadline from date of invoice for all returns with the exception of waterproofs.

Faulty Goods:

- ⇒ Our policy is to credit the faulty item & process an order for a replacement. If we no longer have stock of the item, it will be replaced with a similar item of the same value.

Payments

All new customers are required to sign up to Direct Debit. Payments terms are 25th of the following month.

The company reserves the right to charge interest on balances more than 60 days overdue.

BACS Payment Account Details:

United Kingdom -

- Account Number: 78377844
- BIC/SWIFT: BOFIGB2B
- Sort Code: 904886
- IBAN: GB17 BOFI 9048 8687 3778 44

Ireland –

- Account Number: 75737269
- BIC/SWIFT: BOFIIIE2D
- Sort Code: 902813
- IBAN: IE95 BOFI 9028 1375 7372 69

Credit Card:

When making a payment by credit card over the phone, please make sure you have the following details ready:

- Card holders name
- Card number
- Expiry date
- Security code (the 3 digit code on the back of your card)

Cheque:

Please make payable to Premium Golf Brands Ltd. post for the attention of the Accounts Department.

Please always remember to reference your payment with your customer account code & invoice number

Overdue Accounts

Any orders not delivered six weeks after due date due to non-payment or otherwise will be cancelled off the system and put back into stock unless there are exceptional circumstances.

The Accounts department will follow up with the customer up to three weeks after the due date for the shipment.

All orders accepted by Premium Golf Brands are treated as binding contracts. Order cancellations will not be accepted under any circumstances. It is at the discretion of management under exceptional circumstances to accept an order cancellation which will incur a 25% cancellation charge.

Frequently asked questions

Q. Do I pay for freight?

We do charge freight depending on the value of the order. Please see Carriage, Shipping & Tracking (page 16) for charges.

Q. When can I expect my order to be delivered?

ASAP orders – You will receive your goods in 3-5 working days.

Prebook orders – You will receive your goods in the specified delivery window.

Q. Who can I contact to get a new catalogue or price list?

Please contact your Sales Representative or alternatively the Customer Service team and they can send you the catalogue/price list.

Q. Where can I get a new packing list or POD?

Please contact the Customer Service team to get a new packing list/POD.

Q. Where can I get a copy of an invoice?

Please contact finance to get a copy of an invoice.

Q. What discounts can I avail of?

- ◆ Pre-book orders- discounts vary each season. Please contact your Sales Representative or the Customer Service team for this information.
- ◆ ASAP orders – A minimum re-order is 6 pieces per brand is required to avail of your pre-book discount.

Q. How can I track my delivery?

If you wish to track your order, please contact the Customer Service team and they can provide you with a tracking number.

You can then check the status of your order on the DHL website: <http://www.dhl.ie/en/express/tracking.html>

TERMS AND CONDITIONS

Eurostyle Group, which encompasses, Eurostyle Limited, Premium Golf Brands Limited and any sub divisions of either company shall hereafter be referred to as “The Company”.

1. Agreement

These terms and conditions apply to all orders. Each order will constitute a separate supply agreement between The Company and the Purchaser.

We will be entitled to cancel a supply agreement at any time if you have exceeded or may exceed your authorised credit limit with us, or if any invoices rendered to you for goods previously supplied are overdue.

2. Specification of goods

All goods are subject to availability.

Colours, shades, materials and sizes of goods may vary to a minor extent from those illustrated. All textile goods should be washed or cleaned strictly in accordance with the washing label instructions attached to the goods. The Company accepts no responsibility for loss or damage if these instructions are not followed precisely. Once the Purchaser processes or modifies the goods in any way, The Company shall not be liable for loss or damage.

All illustrations and specifications related to the goods are approximate only, and The Company reserves the right to make such alterations as it sees fit.

3. Orders and cancellations

All orders accepted by The Company are treated as binding contracts.

We will rely upon your orders being correct in entering into a supply agreement and reserve the right to refuse to take back goods which are ordered in error or are no longer required. Any such goods returned to us must be in agreement with The Company and returned within twenty one working days of agreement, undamaged, unmarked, unused and in their original packaging including swing tags.

Order cancellations will not be accepted under any circumstances. It is at the discretion of management under exceptional circumstances to accept an order cancellation which will incur a 25% cancellation charge.

4. Prices

All prices of goods are as quoted in The Company’s current pricelists, unless otherwise agreed between the Purchaser and The Company and these prices shall be exclusive of all taxes or charges unless stated otherwise.

The prices quoted are subject to fluctuation due to factors beyond the Company’s control.

5. Carriage

The cost of delivery of the goods to the Purchaser’s own premises shall be an additional charge to the Purchaser.

6. Credit and Payment

Credit will not be extended to the Purchaser unless an application for credit has been made on the Company’s credit application form and approved by The Company.

Where a Purchaser has been granted a credit account, payment shall be due within 30 days from the date of invoice, unless otherwise agreed in writing by The Company.

The Company reserves the right to refer overdue accounts to their solicitors and the Purchaser shall reimburse The Company for any legal costs incurred.

Where no credit account is granted to the Purchaser, payment shall be due at the time the Purchaser places the order, by prior payment plan agreement or by Pro-forma invoice.

TERMS AND CONDITIONS

7. Delivery and/or Collection

Every effort will be made to deliver on time, but any delivery days specified are estimated and no liability is accepted by The Company for any loss arising for delay or error in the delivery of goods.

The Purchaser must accept delivery of all goods in good condition, which are as ordered.

Claims of shortages or non-delivery must be supported by the carrier's consignment or proof of delivery note where the goods have been signed for as unchecked, short or damaged as appropriate. The Company must be made aware of and receive appropriate supporting documentation of such claims within 14 days of receipt of the goods.

In the case of collected orders delivery of the goods will be deemed to have taken place upon the Purchaser collecting same from the Company's premises.

8. Risk property and Insurance

All risk in the goods will pass to the Purchaser immediately upon the date when delivery takes place.

The property in, and title to the goods will not pass to the Purchaser until The Company has received payment in full of all amounts due in respect of the goods and of all amounts due in respect of other goods previously delivered and invoiced to the Purchaser.

9. Warranties and Conditions

The Company undertakes that the goods will, in all material respects, comply with any general description which may have submitted to you, will be of satisfactory quality and reasonably fit for the purpose for which they were manufactured subject to normal use.

10. Samples

All samples will be invoiced to the Purchaser. Samples will be credited upon return, so long as they are in good condition, returned within 14 days and given that prior agreement is entered into by The Company to do so.

11. General Matters

Products shown in The Company's brochure bearing the name or logo of an identifiable company, firm, organisation or individual is not a representation that The Company has supplied such or any goods to the company, firm organisation so identified.

The illustrations contained in brochures are intended to demonstrate the effect obtainable by marking with the name and logos and for no other purpose.

**Mistakes are possible.
All goods should be checked upon receipt**

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