

Design Visualisation and Artwork Support Policy

At WISE Worksafe, we are always pleased to help our customers visualise how branded garments, PPE and related items will look before progressing to final order. This support is an important part of our service. It helps customers confirm garment choice, logo positioning, colour balance and overall appearance before committing to production.

As part of our ongoing Operational Excellence Programme, we are reviewing how we manage design, artwork and visualisation requests so that we can continue to provide a helpful service while ensuring that more detailed design work is handled fairly and sustainably.

Going forward, WISE will continue to provide the following support free of charge:

- Initial garment or PPE visualisation.
- Basic logo placement guidance.
- One reasonable amendment to help confirm direction.
- Visual support directly linked to a live quotation or order.

However, where requests move beyond initial visualisation and become extended design, artwork development or marketing support, this work will be treated as chargeable design support.

Examples may include

- Multiple design options or repeated amendments.
- New artwork creation or significant alteration of existing artwork.
- Presentation visuals for internal marketing or approval purposes.
- Design work not yet linked to a confirmed order.
- Requests that would normally sit with an internal marketing, brand or design department.

Where chargeable work is required, WISE will advise you before proceeding and provide an estimate of the likely time involved. Our design and artwork support rate is:

£75 per hour plus VAT, where applicable.

For control and clarity, chargeable design work should be supported by a purchase order before work begins. Where a purchase order cannot be raised immediately, we may accept written approval from an authorised contact, but a purchase order will remain the preferred method.

This approach is not intended to reduce the support we provide. Rather, it ensures that our design resource remains available for all customers and that extended artwork work is properly recognised where it goes beyond normal pre-production support.

We greatly value the relationship we have with your organisation and will continue to support your team with practical, responsive and commercially sensible guidance wherever we can. Should you have any questions about this approach, please contact your WISE account manager, who will be pleased to help.