

Package Description & Terms of Support

(for ongoing monthly packages)

Our support packages have been designed for companies and brands who need ongoing support with their projects here in Vietnam.

MINI : BASIC : STANDARD : PREMIUM : CORPORATE

Choose one of our packages and have a dedicated **BagMe** team member ready to support you at any time with product development, factory communication, sampling, production management and quality control.

Your dedicated contact will always have full support from Luke and the rest of the team at BagMe. Working with us means you will have an experienced team on the ground here in Vietnam, working in your interests, always ready to respond to your requests and to work directly with your vendors.

If you are interested in our services and feel you need a more tailored solution, feel free to contact us to discuss how you think we can best support you.

The following document has been created for the purpose of clarifying our services only. This document is not a contract nor has been created or edited by a legal authority.

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1. Packages

1.1. **MINI** *us\$500 per month*

- 1.1.1. Suited to a start-up or small project with one simple product or a small range of very simple items which require little time for development.
- 1.1.2. This package offers an estimated 10 team hours of monthly support.
- 1.1.3. This package requires that you pay a Quality Control support fee of US\$1,000 per order up to US\$120,000 F.O.B value. For larger orders, a higher fee may apply.

1.2. **BASIC** *us\$1,200 per month*

- 1.2.1. For small projects with 1 or 2 products or a small range of simple items which require ongoing development and production support throughout the year.
- 1.2.2. This package offers an estimated 25 team hours of monthly support.
- 1.2.3. This package requires that you pay a Quality Control support fee of US\$1,000 per order up to US\$120,000 F.O.B value. For larger orders, a higher fee may apply.

1.3. **STANDARD** *us\$2,200 per month*

- 1.3.1. Perfect for serious start-up or small brand who require ongoing support with development and sampling. If you have a few products and your team require some extra support and know-how, the STANDARD package might be the one for you.
- 1.3.2. This package offers an estimated 50 team hours of monthly support.
- 1.3.3. Quality Control support included for a total of US\$500,000 F.O.B. value. Any orders that are placed after exceeding this value may incur a US\$1,000 quality control fee.

1.4. **PREMIUM** *us\$3,600 per month*

- 1.4.1. For established brands who need ongoing support for either all or part of a product collection. This package is really like having your own small team on the ground in Vietnam.
- 1.4.2. This package offers an estimated 100 team hours of monthly support.
- 1.4.3. Quality Control support included for a total of US\$1,200,000 F.O.B. value. Any orders that are placed after exceeding this value will incur a minimum US\$1,000 quality control fee.

1.5. **CORPORATE** *us\$6,200 per month*

- 1.5.1. For companies who would otherwise need to spend a lot of time and money sending staff to Vietnam to check on sampling and production. We will hire the staff you need and take care of all related costs – including payroll, office costs etc.
- 1.5.2. You will have 1 dedicated staff member working for you based in our office in Ho Chi Minh City plus the full support of Luke and the rest of the team.
- 1.5.3. This package offers an estimated 200 team hours of monthly support.
- 1.5.4. Quality Control support is included in this package – as long as the team can handle it approximately within the allocated team hours allocated. If the workload during production is too much to be able to take care of all development and QC, we will discuss option with you at the time to ensure we can handle the situation.

2. Included Support (all packages)

- 2.1. Support your Designers with ideas, solutions and documentation
- 2.2. Factory sourcing and/or relationship management
- 2.3. Material sourcing and development
- 2.4. Support with documentation for, and communication with sample rooms.
- 2.5. Product Development support, including overseeing sampling on-site
- 2.6. Scheduled video calls to discuss ongoing project status
- 2.7. Bill of Material (BOM) management and delivery
- 2.8. Production Order (PO) management
- 2.9. Quality management and on-site Quality Control of orders up to the value listed

3. Exclusions

All BagMe support fees are “service fees only” and exclude extra project costs including – but not exclusive to – the following:

- 3.1. Designing new products
- 3.2. Freight charges, including the delivery of your samples to you, any freight costs from suppliers who are sending us sample material on your behalf, freight/shipping costs for production orders or any other postal and freight costs.
- 3.3. Sample materials when suppliers are not able to supply materials for free.
- 3.4. Material development costs for special custom fabrics and materials
- 3.5. Certification and testing of materials – if not already provided by the supplier
- 3.6. Travel costs for travel other than road and rail within 2 hours of District 2, Ho Chi Minh City, Vietnam

***Note:** We will always discuss extra projects costs with you in advance and seek your approval prior to generating the expense on your behalf. Extra costs will be invoiced as required with a 20% administration fee added.*

4. Pricing and payment

- 4.1. Prices for our monthly support packages will be confirmed in the form of an official quotation once we have determined and agreed on the level of support you require.
- 4.2. This document will be referred to in your official quotation for clarification.
- 4.3. Australian clients will be invoiced in AUD – unless otherwise requested – plus GST, payable into our account at [Bank Australia](#).
- 4.4. Clients from outside of Australia will be invoiced in USD payable into our USD account held with [TransferWise](#).
- 4.5. Fees will be invoiced monthly and will always need to be kept a minimum of 30 days in advance, i.e.
 - 4.5.1. First payment will be for two months which includes the first and last month of development fees.
- 4.6. Prices in our official quote are for our services only and do not include extra project expenses as outlined in section 3. of this document.
 - 4.6.1. All extra costs will be pre-approved by you and invoiced as required with your monthly invoice.

5. Hours

- 5.1. We do not monitor hours worked on each project. Allocated hours are used as an estimate only.
- 5.2. Although you will be allocated a BagMe team member as your main point of contact and who is responsible for supporting you with your projects, the allocated hours spent supporting you will be shared between BagMe staff members with different skills as required.
- 5.3. For clients on PREMIUM or CORPORATE packages who require dedicated full-time staff:
 - 5.3.1. please note that each BagMe staff member will have at least 20% of their time allocated to supporting their colleagues which means we can offer a broader range of skills, experience and value to your projects.
 - 5.3.2. If your allocated team leader is unable to work due to health, other personal reasons, or during annual leave, we will do our best to utilise the rest of our team to support you wherever and however possible. However, the available hours during these times may be reduced.
 - 5.3.3. we may ask for your support to approve your allocated staff's leave to ensure your projects are not negatively affected.
- 5.4. Any meetings, consultation, knowledge and support provided by Luke will be over and above the allocated hours and are included in your monthly support package.

6. Quality Control

BagMe offers clients on our *Monthly Support Packages* full support with QC during production for all products that we familiarised ourselves during development and sampling. Long before you place your order, our team will be working to understand your products and to ensure any potential production issues are clearly understood and communicated with the production team. We do not focus our energy solely on "final inspections", instead, we focus on every part of the production process to ensure any mistakes are resolved before they are sewn into your products.

6.1. Pre-production samples:

Once all materials have arrived at the factory prior to production, the Line Manager/s responsible for the production of your order will make 2 of each product which we will use to confirm the details and quality you can expect from production.

We will then ensure both samples are of the same quality, put our signature on the samples and then send one of each to you for checking and final approval.

Once you have checked the samples and you approve the quality, we ask you sign the samples – next to our signatures – then photograph the approved products with the signatures clearly visible and send us the images via email.

These signed samples become be the agreement of quality between you and the factory and BagMe will be referring to these samples throughout the production process.

6.2. During Production:

During production, our team will communicate with you via Skype, email and/or phone as necessary to give you updates and to let you and your team know of any problems we resolved that might require an adjustment in design and/or construction in preparation for following production.

We always have following production cycles in mind while we are conducting your QC and by the time we are ready for final inspection, we will already be sure of the production quality.

Quality Control *(continued)*

6.3. Final Approval:

Once production is complete and we are satisfied of the outcome, we will need your final approval before the goods can be released.

We will need your approval in writing either after a Skype conversation in which we will discuss the outcome of production and show you some examples over video call/conference, and/or we will randomly unbox some product to have sent to you so that you can physically check them before sending your approval for the goods to be released.

6.4. Liability:

6.4.1. BagMe has many years' experience in managing the quality control process during the production of highly technical, detailed and complicated products such as bags, backpacks, luggage, tents, sleeping bags and more. The process above is carried out in such a way that you will have full transparency as to the quality of production and we will not allow any products to be dispatched from a factory until we receive final approval from you.

6.4.2. Pre-production samples as outlined in section **8.1** are our agreement of quality, function, detail etc. and we will work with the factory to ensure this agreement is met.

6.4.3. If there are delays during production due to working through quality issues, BagMe will work until the problems are solved but in no way will be held liable for any delays unless a specific contract has been agreed and signed prior to production stating otherwise.

6.4.4. Once goods are dispatched from the factory, all liabilities are the sole responsibility of the owner of the goods.

7. Termination

7.1. Support can be terminated at any time with at least 30 days' notice.

7.2. Unused portion of monthly payments will not be refunded.

8. BagMe good Faith policy

Our aim is to create efficient and successful business relationships which spend more time focusing on your goals and less time discussing fees, hours worked, negotiating new projects and contracts.

We do not contract our clients to our services and although we take every effort to communicate and clarify the terms of our support, we do not strictly adhere to the limitations we advertise, but rather use these limitations as guideline which will only be referred to when, for example:

1. We believe you are paying too much for our services and may need to be moved onto a lower-cost package or,
2. We feel your project is taking up more time from our team than expected and we need to discuss moving you onto a higher value package.

BagMe good Faith policy *(continued)*

Our team will service you without keeping a perfect record of the amount of time we spend supporting your projects. The structure of our services has been designed to make it easy for us to notice when we are spending too little or too much time on any given project without the need for monitoring every moment worked. If we feel we have issue, we will open the dialogue with you and in “good faith” come to a solution which will be a fair arrangement for both parties.

We understand that the easiest clients to win for the future are the ones we already have. Therefore, it is in our interest to ensure that we are always working in your interests, that you receive professional support, are always getting the best value for money and that your information is well protected.

We trust that our clients will appreciate this style of doing business and that we can resolve any issues that may arise during our business relationship. We are certain that our values will make doing business easy, enjoyable and create successful long-term partnerships.

We don't need contracts to encourage us to do the right things by our clients and we trust our clients will treat the business relationship with the same respect.

Privacy & NDA's

The most valuable asset we have at BagMe is our credibility. Trust takes a long time to earn but can be destroyed in an instant. You can rest assured that any sensitive information you share with BagMe will kept confidential and in accordance with our NDA whether we sign one or not.

We will rarely agree to sign NDA's but we will always treat your information in accordance with our NDA which you can download from our website by clicking [here](#).

Last updated 2021_07_09