

The information below has been put together to aid you with your specifications. If you require any further information please don't hesitate to contact your account manager or a member of the New Design Group team.

Design & drawing approval

When New Design Group (NDG) are required to produce drawings for sign off, either at the request of the client or because NDG deem it necessary, these will be completed within 3 working days. The confirmed lead-time will commence from the date of drawing approval rather than the date shown on the Purchase Order. Please allow time for this process as required.

Control sample approval

When NDG are required to produce a control sample for sign off, either at the request of the client or because NDG deem it necessary, these will usually be available within 10 working days. The confirmed lead-time will commence from the date of the control sample approval rather than the date shown on the Purchase Order. Please allow time for this process as required.

Changes to orders

If an amendment is required on an order that has already been placed with NDG, please seek confirmation of lead-time implications from your account manager prior to implementation. We will of course seek to minimise disruption to you and your client but depending on the nature of the change, delays sometimes cannot be avoided.

Customers own fabrics & leathers (COM's & COL's)

Not all fabrics and leathers are suitable for all applications. If the specified COM's and COL's fall outside our standard range we reserve the right to test for suitability. Please allow 3 working days from receipt of sample fabric for this process.

10th July 2023

Due for review July 2024