

Package Description & Terms of Support

(for ongoing monthly packages)

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

Chose a package and have a dedicated **BagMe** team member you can contact at any time to support you with product development, factory communication, sampling, production management and quality control.

	BASIC	STANDARD	PREMIUM	CORPORATE
	us\$1,200/m	us\$2,400/m	us\$3,800/m	us\$6,400/m
Personnel hours:	20%	50%	100%	200%
QC Volume (FOB):	us\$250,000/y	us\$500,000/y	us\$800,000/y	us\$1,200,000/y
No. of orders /y:	2	3	4	6

Your dedicated team member will have full support from Luke and the team at BagMe and working with us means you will always have someone on the ground in here in Vietnam working in your interests and ready to respond to any requests from you or from your vendors.

If you are interested in our services and feel our packages do not suit your needs, feel free to contact us and we can discuss a tailored package which will suit your needs and business volume.

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.

Contents

1. Packages
 - 1.1. BASIC
 - 1.2. STANDARD
 - 1.3. PREMIUM
 - 1.4. CORPORATE
2. Included support
3. Exclusions
4. Pricing and payment
5. Termination of support
6. Unused personnel hours
7. Quality control (QC)
8. BagMe Good Faith Policy

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1. Packages

1.1. **BASIC**

- 1.1.1. Perfect for a small company or start-up with some existing product who would benefit from having a dedicated team working on your behalf providing you with industry knowledge and support
- 1.1.2. Your allocated BagMe Merchandiser will only be managing up to 4 clients at any given time and can guarantee you up to 20% of their time to focus on your project/s.
- 1.1.3. Receive Quality Control (QC) support for up to 2 individual orders annually at a total FOB value of US\$250,000 * ²

1.2. **STANDARD**

- 1.2.1. For companies who need support here in Asia but cannot justify employing and managing a full-time staff member
- 1.2.2. Your allocated BagMe Merchandiser will only be managing 2 clients at any given time and you will be guaranteed up to the equivalent 50% of their time in every given week/month dedicated to working with you on your projects
- 1.2.3. Receive Quality Control (QC) support for up to 3 individual orders annually at a total FOB value of US\$500,000 *

1.3. **PREMIUM**

- 1.3.1. Gives you a dedicated full-time Merchandiser or QC person who is responsible for your account.
- 1.3.2. Your dedicated staff member have 80% of their time dedicated solely to your account with the remaining 20% filled by the support of Luke and other team members at BagMe. This means you get access to a wider range of skills, knowledge and resources than would if you were to hire a Freelancer.
- 1.3.3. Receive Quality Control (QC) support for up to 4 individual orders annually at a total FOB value of US\$800,000 *

1.4. **CORPORATE**

- 1.4.1. For companies who would otherwise need to spend a lot of time and money on managing full time Freelancers and/or operating a small office in Vietnam.
- 1.4.2. You will have 2 dedicated staff members working for you based in our office in Ho Chi Minh City plus the full support of Luke and the rest of the team.
- 1.4.3. We can discuss your requirements and hire staff with the specific skills required to manage your projects – for example: We could either hire 1 x Merchandiser/Developer and 1 x QC person, or just 2 x full time QC people depending on your requirements.
- 1.4.4. Guaranteed QC support for up to 6 individual orders annually at a total FOB value of US\$1,200,000 *

* If your order reach values significantly higher and we need to allocate more staff to oversee your QC, we will discuss options and possible extra costs with you as required.

2. Included Support (all packages)

- 2.1. Support your Designers with ideas, solutions and documentation
- 2.2. Material sourcing, development and management
- 2.3. Factory sourcing and/or relationship management
- 2.4. Support with documentation 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. Product Design
- 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 costs for production orders or any other postal and freight costs
- 3.3. Sample materials whereas the material suppliers are not able to supply 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 road and rail more than 2 hours outside of District 2, Ho Chi Minh City, Vietnam
- 3.7. Potential factory development deposits which may be required for start-ups

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. Services can be invoiced and paid for monthly or quarterly in either AUD or USD
- 4.4. A 1-month deposit is required plus the fees for the first payment term prior to commencement of service.

5. Termination

- 5.1. Support can be terminated at any time with at least 30 days' notice
- 5.2. Unused portion of monthly payments will not be refunded

6. Unused personnel hours

- 6.1. Unused personnel hours are non-refundable, so we encourage you to use the time allocated in your package to support you and your team in any reasonable way possible
- 6.2. If for some unforeseen reason you use less than ¼ of the personnel hours allocated to you in any given month, we will credit approximately ¼ of your allocated time into a pool for future use at the following amount:
- 6.3. If for some unforeseen reason you use less than ¼ of the personnel hours allocated to you in any given month, we will credit approximately ¼ of your allocated time into a pool for future use at the following rates:
 - BASIC: 5% personnel hours (approximately² 1 day)
 - STANDARD: 12.5% personnel hours (approximately² 2.5 days)
 - PREMIUM: 25% personnel hours (approximately² 5 days)
 - CORPORATE: 50% personnel hours (approximately² 10 days)
- 6.4. We will only apply up to 2 monthly credits in a 12 month period
- 6.5. No more than 5 days can be guaranteed as a credit in any given month
- 6.6. Credits need to be used within 6 months of being added into your pool
- 6.7. Please provide us with 2 weeks-notice if possible if you feel you need to draw on your credits to help us with re-organising of our schedules
- 6.8. This system will be managed according the 'vibe' in our "good faith" policy listed in section 8. of this document.

² days listed are an approximate amount of time only as some months have more working hours than others due to national and other holidays

7. Quality Control

At BagMe we take quality control very seriously. Quality control (QC) starts with the design process, continues all the way through development and everyone in the team is responsible in part for the quality of a product. Our QC inspectors will always understand your products long before you place a production order and will be involved with checking materials and production during every step of the production process necessary to ensure you get the expected results.

Many brands carry out "final inspections" on their production orders when it's often too late to repair. At BagMe, we avoid the need of final inspections as we have our people on the production-line solving issues as they happen. By the time the last seam is sewn on a product, we already know what the quality of that product is.

QC is always more efficient for us when we have already been involved with your product during development – as we often solve potential production issues while developing and sampling your products. For this reason, if you want to purchase one of our monthly support packages for the purpose of QC services, we may need to apply an extra fee (starting from U\$2,000) for the extra work it will take us to familiarise ourselves with your products prior to production. Such a fee will be determined on a project bases and will be payable along with your initial monthly package invoice.

For information on the QC process, please refer to our QC support document.

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8. BagMe good Faith policy

- 1.1. 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

In “good faith” our team will also service you without keeping a record of the amount of time they/we spend supporting your projects. Keeping track of hours when trying to manage multiple projects is very time consuming and can create a lot of unnecessary discussion and negotiation.

The structure of our services has been designed to make it easy to see when we are spending too little or too much time on any given project without the need for monitoring hours worked.

1.2. Privacy & NDA's

Many start-ups ask us if we can sign an NDA but in reality, most start-ups do not have the legal budget to pursue a breach of non-disclosure – and nor do we. We prefer not to sign 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 be kept confidential and in accordance with the 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 read by clicking [here](#).

1.3. Summary

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 you are always receiving the best value for money, getting the most professional service and that your information is well protected.

We do not need to contract our clients to our services as we know that you will choose to stay with us purely due to the quality of service and value we add to your projects.

In “good faith” we trust that our clients will appreciate this style of doing business and we are certain that our values will make business easier, more enjoyable and create more successful long-term partnerships.