

#### <u>Custommade knitwear</u> <u>process - steps</u>

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communication

One of our biggest strengths is being able to produce super specialized, handmade pieces on a large scale with impeccable quality. These are the following steps we follow.

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# Intro: Introduction, presentation, sales conditions

In depth conversation: after considering and agreeing with Solids general conditions, you have an in-dept talk concerning production – technical details of your order.

#### Design: Yarn, trims and design consultation

Specifications of your production: The precursor to any production, this consists of receiving your specs, processing them, and translating them into Spanish, finalizing yarns and techniques, and getting first protos made, reviewed by you, and incorporating your comments.

Sourcing: Here in Peru, there are lots of options to choose from. We can help you navigate the choices based on technical aspects such as lead times, minimums, care instructions, as well as aesthetics, such as drape, volume, and hand feel. And of course, price point.





### Sampling: Product development

1st Sampling: first prototype samples in available yarn (3 – 6 weeks, transport not included). Our team helps you with the development of your sample corresponding your wishes.

Quality control: One of our biggest strengths is being able to produce super specialized, handknit pieces on a large scale with impeccable quality. To ensure this, we have set up a thorough quality control system. We implement constant follow up and internal protocol ensure all pieces follow the tech packs.

Fit comments and corrections (2 - 6 weeks)

2nd sampling is normally already the production of salesmen samples. Of course, as many sampling rounds as required by the clients are possible, but 2nd sampling equals normally salesmen sampling (45 – 120 days depending on yarn and quantity).

Quality control: see above

Trims: This includes all the little extras -brand labels, size/care labels, hang tags, buttons, zippers and more. Development can take 30-60 days depending on complexity and back and forth. We recommend having all trims approved by the time the order is placed to avoid any delays. Also keep in mind minimums are high (in the thousands), so we recommend consolidating where possible.





## Production: Production, finishing

Production: By the time an order is placed, all styles should be fully approved. We have a team of carefully trained full-time supervisors that consistently manage our knitting moms to review progress and quality. Then when the order is finished, our supervisor and management team do a full-scale inspection of every single piece.

### Packing and Shipping: Shipment

Packing: We have a great packing team that fully understands the importance of presentation. Stickers, barcodes, replacement button kits, folding styles - just let us know what you need. Oxo biodegradable packaging is available to lower any ecological impact. As well, we try to pack as many items as possible in a bag, in agreement with the customer to reduce the use of packaging even more.

Shipping: We work with FOB terms, meaning we include costs up to delivery to the air-/sea- port and we prepare all shipping documents. The brand should be set up to import, but if this is new to you, we can help connect you to reliable freight forwarders, get insurance and walk you through the process.





#### Aftersales: Storytelling, Consistent communication

Consistent communication: throughout the whole process: Information is everything, and any production challenge can always be managed with clear and open channels of communication. We work hard to ensure communication is thorough and we are experienced in troubleshooting problems as they arise. We communicate clearly with clients on dates (including the local holiday calendar), technical details, and projected timelines to ensure your collection comes to life with least stress possible. From technical topics to dates to production matters, we will always be in constant contact.

Story telling: Partnering with us means you're supporting an amazingly talented group women and some men and providing jobs to people who both need and deserve them. Not to mention responsible fashion. So, whatever we can do to help you further your cause, let us know. Our knitters are excellent models. We have many striking pictures, testimonies and communication material to help you telling the story of the women behind the products to your clients. As every handmade product tells the story of an underprivileged but strong woman hopeful of a brighter future for herself and her family by making your fair product.

#### Let's rise by lifting others

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