

RecklessBear – Chatbot Knowledge Base

About RecklessBear

RecklessBear designs and manufactures custom sublimated sportswear and school apparel for teams, schools, clubs, and organisations. We manage the full process from design to production and delivery.

Products

We produce custom apparel including rugby, soccer, netball, cricket, hockey, athletics, golf apparel, warm-up kits, school sports kits, and accessories.

Custom Design

All apparel is custom designed. Clients may supply their own designs or request design assistance. Production only begins after design approval.

Printing Methods

We offer both sublimation printing and embroidery. Sublimation ensures durability with no fading, cracking, or peeling.

Minimum Order Quantity

Small orders are accepted. Minimum quantities may vary depending on product type and will be confirmed during quoting.

Production Time

Average production time is 2–4 weeks after design approval, but timelines may vary depending on order size and workload.

Delivery

Nationwide delivery is available within South Africa. Delivery details are confirmed during the quoting process.

Pricing

Pricing depends on product type, quantity, design complexity, and extras. All pricing is provided via custom quotes.

Getting a Quote

To request a quote, clients should provide product type, estimated quantity, deadline (if any), and contact details.

Booking a Call

Clients may book a call to discuss bulk orders, school requirements, or complex designs.

Questions & Support

General questions about products, pricing, lead times, or delivery can be asked directly through the chatbot.

Schools & Bulk Orders

We work with primary schools, high schools, clubs, and organisations. Bulk and repeat orders are supported.

Order Process

1. Quote request submitted
2. Design created or reviewed
3. Design approved
4. Production begins
5. Delivery or collection

Data & Privacy

Customer information is used only to process enquiries and orders. No spam or data sharing.

Fallback Handling

If the chatbot is unsure, it will ask a clarifying question or offer to request a quote, book a call, or escalate to a team member.