

## **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.