

Terms and conditions

The following terms and conditions are the contract between you and Flumpy Clothing Limited, company number 15853661 ('we', 'our' or 'us').

These terms apply to you, so far as the context allows, as our customer, or as a visitor to our Website. They prevail over any terms proposed by you.

If you have any questions about our terms and conditions, please contact us.

1. Definitions

In this agreement:

'Account'	means the records on our Website relating to you and your transactions with us. It may also include any Account Balance.
'Account Balance'	means the record of under-payments or over-payments made by you to us.
'Consumer'	has the same meaning as in the Regulations, or otherwise where the context applies, any individual located in the United Kingdom or in a European Union member state who, in connection with this agreement, is acting for a purpose which is outside their business.
'Content'	means the content that is encountered as part of your experience or that you contribute to our Website when visiting it. Content may include, among other things: text, images, sounds, videos and animations.
'Custom'	means any photograph or image submitted by you to us for the purpose of creating custom products, by which you grant us permission to edit, store and use such photograph or image within our website systems and to share it with our manufacturing partners solely in exchange for providing you with custom-made products..
'Delivery Service Provider'	means any person or business contracted by us to carry Products from us to deliver them to you.

‘Intellectual Property’	means intellectual property of every sort, whether or not registered or registrable in any country, including intellectual property of kinds coming into existence after today; and including, among others, designs, copyrights, software, discoveries, know-how, together with all rights which are derived from those rights.
‘Post’	means display, exhibit, publish, distribute, transmit and/or disclose information, Content and/or other material on our Website. The terms ‘Posted’ and ‘Posting’ shall be interpreted accordingly.
‘Product’	means any of the Products we offer for sale on our Website, or, if the context requires, a Product we sell to you.
‘The Regulations’	means the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
‘our Website’	means any website, webpage or service designed for electronic access that is owned or operated by us.

2. Interpretation

In this agreement unless the context otherwise requires:

- 2.1. A reference to a person is a reference to one or more individuals, whether or not formally in partnership, or to a corporation, government body, or other association or organisation.
- 2.2. Any agreement by any party not to do or omit to do something includes an obligation not to allow some other person to do or omit to do that same thing.
- 2.3. Except where stated otherwise, any obligation of any person arising from this agreement may be performed by any other person.
- 2.4. In this agreement references to a party include references to that person’s successors, legal representatives, permitted assigns and any person to whom those rights and obligations are transferred or passed as a result of a merger, division, reconstruction or other re-organisation involving that party.
- 2.5. The headings to the paragraphs to this agreement do not affect the interpretation.
- 2.6. A reference to an act or regulation includes new law of substantially the same intent as that act or regulation.

- 2.7. In the context of permission, 'may not' in connection with an action of yours, means 'must not'.
- 2.8. In any indemnity, a reference to costs or expenses shall be construed as including the estimated cost of management time of the indemnified party.
- 2.9. This agreement is made only in the English language. If there is any conflict in meaning between the English language version of this agreement and any version or translation of this agreement in any other language, the English language version shall prevail.

3. Our contract with you

- 3.1. Subject to these terms and conditions, we agree to provide to you with some or all of the Products described on our Website at the prices we charge from time to time.
- 3.2. This agreement contains the entire agreement between the parties and supersedes all previous agreements and understandings between the parties.
- 3.3. So far as the law allows, all implied conditions, warranties and terms are excluded from this agreement.
- 3.4. In entering into this contract, you have not relied on any representation, warranty, information or document or other term other than that given on our Website.
- 3.5. Where we provide a Product without specific charge to you, then it is deemed to be provided free of charge, and not to be associated with any other Product for which a charge is made. Accordingly, there is neither contractual nor other obligation upon us in respect of that Product. However, you remain obligated under these terms in respect of that Product as far as they can be applied.
- 3.6. If in future you buy a Product from us under any arrangement that does not involve payment through our Website then these terms still apply so far as they can be applied.
- 3.7. If you use our Website in any way, including if you make an order on behalf of another person then you warrant that you have full authority to do so and you accept personal responsibility for every act or omission by you.
- 3.8. Should these terms conflict with any other information we provide on our Website or elsewhere, then you agree that these terms prevail.
- 3.9. We may change these terms from time to time. The terms that apply to you are those published on our Website on the day the contract between us is made.

Terms of sale of Products

4. Availability of Products

- 4.1. We do not guarantee that all the Products advertised on our Website are available.
- 4.2. If we do not have the Product you order in stock, we may offer you alternatives. If this happens you may accept the alternatives we offer or cancel all or part of your order.
- 4.3. We do not sell our Products in all countries. We may refuse to deliver Products to you if you live in a country we do not serve.

5. Placing an order

- 5.1. If you encounter an issue placing an order, please ensure all provided information is correct (payment details, delivery address, phone number, account information, etc).
- 5.2. If your order still won't process, please contact your bank provider for further information.
- 5.3. Delivery and billing address does not need to be the same for an order to be placed with us.
- 5.4. Your order is an offer to buy from us.
- 5.5. In making an order, you acknowledge that you understand exactly what is included in a Product and you are satisfied that the Product you have selected is suitable and satisfactory for your requirements.

6. Acceptance of your order

- 6.1. The contract between us for the sale of a Product comes into existence when we have received payment from you for that Product and we write to you to confirm that we agree to provide it to you. Your payment alone does not create a contract. At any point up until then, we may decline to supply the Product to you without giving any reason. If we decline to provide a Product, we shall immediately return your money to you.
- 6.2. Our message will also confirm details of your purchase and tell you when we shall dispatch your order.

7. Price

- 7.1. The price payable for a Product that you order is clearly set out on our Website.
- 7.2. The price of a Product may be changed by us at any time. We will never change a price so as to affect the price charged to you at the time when you buy that Product.
- 7.3. If, by mistake, we have under-priced a Product, we will not be liable to supply that Product to you at the stated price, provided that we notify you before we dispatch it to you.
- 7.4. Prices include value added tax ('VAT'). If you show by your delivery address that you reside outside the United Kingdom, we will refund to you the amount charged as VAT.
- 7.5. The price of a Product does not include the delivery charge, which will be charged at the rates applicable at the date you place your order and which will be displayed on a page of our Website before we ask you to pay.
- 7.6. The price charged for any Product may differ from one country to another. You may not be entitled to a particular price unless you reside in the qualifying country.

8. Payment

- 8.1. If the Product you order is available in parts, you must pay us the full price of the order before we send any part of it.
- 8.2. Bank charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment in a currency other than that on your invoice will be borne by you.
- 8.3. Any information given by us in relation to exchange rates are approximate only and may vary from time to time.
- 8.4. If we owe you money for any reason, we will return the amount owed to you as soon as reasonably practicable but in any event no later than 10 working days from the date when we accept that repayment is due.
- 8.5. Payments are not processed through pages controlled by us. We use one or more online payment service providers who will encrypt your payment information in a secure environment.

9. Foreign taxes and duties

- 9.1. We have no knowledge of, and no responsibility for, the laws in your country if you are outside the United Kingdom.
- 9.2. You accept responsibility for compliance with the laws and importation procedures of your jurisdiction which might affect your right to import, export or use a Product, including for the payment of import duties and taxes of any kind, and you represent that you have or will comply with all such laws and procedures.

10. Delivery options

- 10.1. At checkout we give you a choice of options for the expected date and method of delivery of your Products with the price of each based on your delivery address and the Product itself.
- 10.2. Not all options may be available for all geographical locations.
- 10.3. We aim to deliver your Products by the expected date, but because we rely on our partner Delivery Service Providers, we cannot guarantee that your Products will arrive by the expected date.
- 10.4. If your delivery address is in the United Kingdom and you choose express delivery at additional cost to you, then should the order not arrive by the expected time and date, we will refund you for the delivery costs.

11. Dispatch

- 11.1. We will send you a message to tell you when your order has been dispatched from our warehouse.
- 11.2. The message will include a tracking number. Use the link provided to receive up to date tracking information on your parcel.

12. Delivery

- 12.1. Deliveries will be made by one of our Delivery Service Providers to the person at the address given in your order.
- 12.2. Once the item has been handed to the courier, we at Flumpy Clothing are no longer liable for the parcel.

- 12.3. If you have ordered more than one Product then we may deliver some of those products separately to others. We do this so that you receive your Products as quickly as possible.
- 12.4. The Delivery Service Provider will contact you in advance by email or text message to give you an estimated arrival date and time, and give you options for delivery to another safe place or at another time if you know in advance that you will not be available to receive your packages. You may be able to track your order.
- 12.5. Some products must be signed for on delivery by an adult aged 18 years or over. If no one of that age is at the address when the delivery is attempted the products may be retained by the Delivery Service Provider, who will attempt to redeliver them the next working day, or they may be delivered to a neighbour.
- 12.6. If so, then the Delivery Service Provider will post a card through your door with further delivery instructions if they're unable to complete delivery or if they leave the parcel with a neighbour.
- 12.7. If we are unable to deliver your products within 10 days of the date of your order, then we will contact you to arrange another date for delivery or allow you to cancel the order.
- 12.8. If you haven't received some products from your order, please wait until the delivery due time and date has passed before contacting us, as the missing items may be delivered separately later.
- 12.9. When your order arrives, it is important that you check immediately the condition and quantity of the products.
- 12.10. If you have placed an order and the tracking information states that your parcel(s) have been damaged in transit, it is your responsibility to immediately contact the courier.
- 12.11. Signing 'Unchecked', 'Not checked' or similar is not acceptable.

13. Cancellations of purchases of Products

- 13.1. Unfortunately, we are unable to guarantee order cancellations once an order has been placed. If you no longer require your purchase, please contact us as soon as possible, and we will do our best to cancel the order. However, this is not guaranteed. If the order has already been dispatched, please wait for it to be delivered and then arrange for a return.
- 13.2. The item must:

- 13.2.1 be unworn and in the original condition as when we sent it to you (no signs of wear, damage, scuffs/marks and with all labels and tags attached) so that it can be resold at full price; and
 - 13.2.2 not be a Made To Order Product.
- 13.3. You must also provide proof of purchase, such as a receipt, invoice or delivery note.
- 13.4. If you have bought through our Website, we will refund the standard delivery charge you paid if the Product is returned and received by us within 10 days of receipt by you. If your order comprised of multiple Products and you are only returning some of the items, we will only refund the cost of delivery of those Products returned.
- 13.5. If the Product is not faulty then you are responsible for the cost of returning the Product. We have no obligation to refund to you your cost of repacking and returning the Product.
- 13.6. There are some Products that you cannot return unless they are faulty or not as described (see below).

14. Return of a faulty Product

- 14.1. Please examine the Product as soon as you receive it. If you do not tell us of any defect or problem within 10 days of receipt, we shall assume that you have accepted it.
- 14.2. A faulty Product must be returned to us as soon as any defect is discovered.
- 14.3. When you return an item, we will assess whether it is faulty and meets our conditions for return. If it does not, we will not ship the item back to you and you will not receive a refund. You take the risk as to whether an item you return is faulty or not.
- 14.4. We may be able to agree in advance of you returning a Product that it is faulty. If you believe that you have a faulty Product, or that your Product is not as we described, please contact us before returning it. Tell us which Product it is, the date you bought it, and full details of the defect or other reason for return. We recommend that you provide photographic evidence that the item is faulty before being worn.
- 14.5. So far as possible, a Product should be returned:
 - 14.5.1 complete;

- 14.5.2 with both the Product and all packaging as far as possible in its original condition;
 - 14.5.3 securely packaged;
 - 14.5.4 with information that allows us to identify who you are and proof that you purchased the Product from us;
 - 14.5.5 with information that clearly states the fault, when it first became apparent, and other information to enable us to identify or reproduce it; and
 - 14.5.6 at your risk and cost.
- 14.6. Unless we have already agreed that the fault exists, when we receive the Product back, we will check it.
- 14.7. If we agree that the Product is faulty, we will:
- 14.7.1 refund the cost of return carriage;
 - 14.7.2 refund, repair or replace the Product as we choose if we receive the Product within 30 days of receipt by you; or
 - 14.7.3 if you have bought as a Consumer, repair or replace the Product in accordance with the terms of the Consumer Rights Act 2015 if we receive the Product after 30 days of receipt by you.
- 14.8. If you send a Product to us without a copy of your invoice or a returns note, we may not be able to identify who you are or the reason for returning the Product and consequently, we may not have sufficient information to enable us to attend to your complaint.
- 14.9. If we repair or replace the Product, you have no additional claim against us either under this agreement or by statute or common law in respect of the defect.
- 14.10. If delivery was made to a UK address, you may have additional rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982.

15. Exchanging an item for another

- 15.1. We are not able to exchange a Product that you return by courier or by post. Instead, we shall refund you and you will have to place a new order.

16. Returning a gift

- 16.1. As long as you meet the terms and conditions of our returns policy, we shall exchange your gift for another Product.
- 16.2. We are unable to accept a Product unless the return complies with these terms and conditions. Please keep the receipt or order confirmation safely, and return the gift as soon as possible.

17. Products not eligible for return unless faulty

- 17.1. Not all Products can be returned unless they are faulty or not as described. These include:
 - 17.1.1 Products that fail to meet our terms and conditions, including those that:
 - 17.1.1.1 you received over 10 days ago;
 - 17.1.1.2 have been opened or unsealed (other than where necessary to inspect);
 - 17.1.1.3 without original packaging or labels (or with labels in poor condition);
 - 17.1.1.4 in poor condition;
 - 17.1.1.5 Made To Order Products; and
 - 17.1.1.6 Products that cannot be returned for hygiene reasons, face coverings, swimwear (where the hygiene seal has been removed), lingerie and underwear.

18. Returning a Product to us

- 18.1. In law, you are responsible to make sure that we receive any returned Products.
- 18.2. To return an item, please contact our customer services email referencing your order number, full name, delivery address and reason for return. We will email you to tell you how to return the item.
- 18.3. It can take up to 10 working days for the item to be returned to us and credited to your original payment method.
- 18.4. If you return a Product by post or by courier, we recommend using a tracked service.

- 18.5. If you have ordered online, the invoice or delivery note must give your name and address and your order number. Without this information we cannot trace who has returned the Products and who we should refund.
- 18.6. Please return the Product as far as possible in its original condition and with all packaging and labels, and securely wrapped so as to protect the Product during transport.
- 18.7. We do not refund you for the cost of returning a Product to us unless it is faulty.

19. Refunds

- 19.1. The way you originally paid for the product determines how we refund you.
- 19.2. If you return a Product that does not qualify for return under these terms or if you do not provide proof of purchase, we may be unable to process a refund. Please ensure that you provide us with your receipt, despatch note or order confirmation.
- 19.3. If you paid by credit or debit card, we shall refund the same card originally used to place and pay for the order.
- 19.4. If you paid online using PayPal, Apple Pay, or another an electronic payment system then we refund that account as soon as possible (usually straight away unless the Product needs to be inspected).
- 19.5. For returns made by post or by courier, we issue a refund once the Product comes back into our warehouse.
- 19.6. It can take up to 5 days after we initiate a refund (but usually sooner) for the money to be returned into your bank account. This may differ in regard to your bank provider, in which case you need to contact your bank for an update. Refunds may also be delayed due to public holidays (Bank Holidays).

20. Returns of purchases made outside the UK

- 20.1. If you decide that you do not want to keep your purchase, provided it is eligible for return, you may return it to us with 10 days for a refund. Please contact us to check first.
- 20.2. You will need to return the item with proof of purchase, undamaged, unused and in its original condition.
- 20.3. We expect you to bear the costs of returning any unwanted item.

- 20.4. If you are an EU citizen returning the item from an EU country, as well as the cost of the Product, we will refund you for the original standard delivery charge (if applicable).
- 20.5. We will not refund the cost of customs duties to you.
- 20.6. If you do not accept or collect the Product from your local customs, it will be returned to us and we will refund you within 10 days after we receive the Product.
- 20.7. If the Product is faulty, or not as described, please contact us.

21. Returns of purchases made outside the UK

21.1 To process a custom product you the customer would send an email to our help team with your custom logo

21.2 The photo is then processed through our custom product system to generate you custom logo.

21.3 This is then sent back to you to confirm you are happy with this logo. If you are not happy with this we then go back and make any changes you have requested until 100% satisfaction is gained. Once you have confirmed you are happy no further changes can be made.

21.4 We have the right to decline any custom photo if we believe it goes against our brand message.

21.5 We aim to contact you back via email to the email registered within 24 hours, to the account with the custom logo for confirmation of approval.

21.6 This is then sent to our manufacturers to begin the process of turning your custom logo onto a product of Flumpy Clothing.

21.7 Due to the nature of the custom aspect, delivery can take longer. We will always contact the customer to advise of the progress and any such delays which may occur.

21.8 Once the manufacturer has handed over the parcel to the courier the parcel then is the responsibility of the courier. If the item is lost in transit this is in no way our liability. You will need to query this with the courier directly.

21.9 If you have chosen to have your item delivered to anywhere that is not the delivery address on your account or have chosen a safe place and the parcel is not there, this is not the responsibility of Flumpy Clothing. You will need to query this with the courier directly.

21.10 Once you have received the items the only way it can be returned and refunded is if the item itself is damaged. In situations like this we ask for you to send us a photo of them damage we will assess the nature of the claim

21.11 The custom logo is then saved in our system so should you wish to then have further custom items with us using the same logo you will be charged at a cheaper price at the point of check out. Should this not happen you will be manually refunded the difference.

Terms of use of our Website

22. Your Account

- 22.1. You agree that you have provided, and will continue to provide accurate, up to date, and complete information about yourself. We need this information to provide you with our Products.
- 22.2. If you use our Website, you are responsible for maintaining the confidentiality of your Account and password and for preventing any unauthorised person from using your Account.
- 22.3. You agree to accept responsibility for all activities that occur under your account or password. You should tell us immediately if you believe some person has accessed your account without your authority and also log in to your account and change your password.

23. Children on our Website

- 23.1. Any person of any age may freely access our Website. We do not check the age of our visitors nor moderate Content on the basis of age-related suitability.
- 23.2. We do not knowingly collect personal information from any person under the age of 18 years of age.
- 23.3. You agree that access to our Website by children in your care is provided by you. You agree that before providing access, you have checked that the Content your children might see is suitable for them.

23.4. You now agree to waive any claim you may otherwise have against us on account of age-related suitability of Content and to indemnify us against any claim made by any person on behalf of a child in your care.

24. Intellectual Property

24.1 We will defend our rights in all our Intellectual Property, including the rights in our Products, and our copyright in the Content of our Website whether provided by us or by any other party.

24.2 You may not use our name, logos or trademarks or any other Content on any website of yours or that of any other person.

24.3 You agree that at all times that you will:

24.3.1 not do anything which does or might reduce the value of our Intellectual Property or challenge our ownership of it;

24.3.2 notify us of any suspected infringement of our Intellectual Property; and

24.3.3 without our express permission, not to:

24.3.3.1 copy or replicate it for use by any other person in any way not intended by us;

24.3.3.2 make any change to it or any part of it;

24.3.3.3 publish or store it on any website or cloud storage service, or otherwise allow any other person access to it;

24.3.3.4 create derivative works from it;

24.3.3.5 use it in any way in which it is not intended to be used; and

24.3.6 not to use it except directly in our interest.

25. Indemnity

25.1 You agree to indemnify us against all costs, claims and expense arising directly or indirectly from:

25.1.1 your failure to comply with the law of any country;

25.1.2 your breach of this agreement;

25.1.3 any act, neglect or default of yours or by any agent, employee, licensee or customer of yours;

25.1.4 a contractual claim arising from your use of any Product; and

25.1.5 a breach of the intellectual property rights of any person.

25.2 You agree that the cost of our management and technical time is properly recoverable and can reasonably be valued at £100 per hour without further proof.

26. Disclaimers and limitation of liability

26.1 This paragraph (and any other paragraph which excludes or restricts our liability) applies to our directors, officers, employees, subcontractors, agents and affiliated companies (who may enforce this provision under the Contracts (Rights of Third Parties) Act 1999 as well as to us.

26.2 To the fullest extent permissible under applicable law, we disclaim any and all warranties of any kind, whether express or implied, in relation to any Product we sell or make available to you. This does not affect your statutory rights as a consumer, nor does it affect your contract cancellation rights.

26.3 If in any jurisdiction an implied condition, warrant or term cannot be excluded, then this sub paragraph shall be deemed to be reduced in effect, only to the extent necessary to release that specific condition, warranty or term.

26.4 We use our reasonable endeavours to confirm the accuracy of any information we place on this website. We make no warranties, whether express or implied in relation to its accuracy or completeness.

26.5 We claim no expert knowledge in any subject. We disclaim any obligation or liability to you arising directly or indirectly from information you take from our website.

26.6 Our website may include content posted by third parties, including advertisements. We are not responsible for any such content. If you come across any content that offends you, please tell us.

26.7 This website may contain links to other websites over which we have no control of the nature, the content and the availability.

26.8 You acknowledge and agree that we shall not be liable in any way for the content of any such linked website, nor for any loss or damage arising from your use of any such website or from your buying goods or services via such a website.

26.9 The inclusion of any links on this website does not necessarily imply a recommendation or endorse the views expressed on those to which we link.

26.10 This website is provided 'as is' and 'as available' without any representation made. We make no warranty as its usefulness to you, its satisfactory quality, its fitness for any purpose, the availability of any function of the website, the compatibility with your devices or software, privacy of any transmission, or security of use.

26.11 We aim to maintain access to our website, but from time to time it may be necessary for us to suspend all or part of our service for repairs, maintenance or other good reasons. We may do so without telling you first.

26.12 You acknowledge that access to our website may also be interrupted for many reasons beyond our control.

26.13 Accordingly, we make no warranty that this website will meet your requirements or that your use of it will be uninterrupted, timely or error-free.

26.14 Nor do we make any warranty that we will correct defects and errors, nor that the website or the server on which it is hosted are free of viruses or bugs.

26.15 We will not be responsible or liable to you for any loss, foreseeable or not, arising from any interruption of the availability of our website.

26.16 We shall not be liable to you in contract, tort (including, without limitation, negligence), pre-contract or other representations (other than fraudulent or negligent misrepresentations) for any loss or expense arising out of or in connection with your use of this website, which is a special, indirect or consequential loss, or an economic loss or other loss of turnover, profits, contracts, business or goodwill.

This applies whether in an action of contract, negligence or otherwise, even if such loss was reasonably foreseeable or we knew you might incur it.

27. Disclaimers and limitation of liability in respect of any Product

27.1 We make no representation or warranty for the quality of a Product; its usefulness to you or its adequacy or appropriateness for a particular purpose; its condition for resale; the correspondence of it with any description; or any aspect or characteristic of any Product advertised on our Website

27.2 We shall not be liable to you for any loss or expense arising from your use of a Product which is an indirect or consequential loss; or an economic loss or other loss of turnover, profits, business or goodwill, even if such loss was reasonably foreseeable or we knew you might incur it.

27.3 Except where otherwise set out, our total liability to you, however it arises, shall not exceed the amount you have paid us for Products in the immediately preceding 12 month period. This applies whether your case is based on contract, tort or any other basis in law.

27.4 No term of our agreement with you shall exclude or limit our liability for death or personal injury resulting from our negligence or that of our agents or employees.

28. Miscellaneous matters

28.1 If any term or provision of this agreement is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.

28.2 The rights and obligations of the parties set out in this agreement shall pass to any permitted successor in title.

28.3 Any obligation in this agreement intended to continue to have effect after termination or completion shall so continue.

28.4 No failure or delay by any party to exercise any right, power or remedy will operate as a waiver of it nor indicate any intention to reduce that or any other right in the future.

28.5 Any communication to be served on either party by the other shall be delivered by hand, sent by a recorded delivery postal service or by email. It shall be deemed to have been delivered: on the day of delivery if delivered by hand, or within 72 hours of posting if delivered by recorded post, or when an email message confirming receipt is sent if sent by email.

28.6 In the event of a dispute, you agree to undertake to attempt to settle the dispute by engaging in good faith with the other in a process of mediation before commencing arbitration or litigation.

28.7 No party to this agreement shall be liable for any failure or delay in performance of this agreement that is caused by circumstances beyond their reasonable control, including any labour dispute between a party and their employees.

28.8 In the event of any conflict between any term of this agreement and the provisions of the articles of a limited company or any comparable document intended to regulate any other corporate or collective body, then the terms of this agreement shall prevail.

28.9 This agreement does not give any right to any third party under the Contracts (Rights of Third Parties) Act 1999 or otherwise, except that any provision in this agreement which excludes or restricts the liability of our directors, officers, employees, subcontractors, agents and affiliated companies, may be enforced under that Act.

28.10 The validity, construction and performance of this agreement shall be governed by the laws of England and Wales.

29. Custom Clothing

29.1 You may submit a design, photograph, image, logo, or other artwork (“Custom Design”) to us for the purpose of creating a custom Product. By submitting a Custom Design, you grant us permission to use, edit, store, and share it with our manufacturing partners solely for the purpose of producing your custom Product.

29.2 You warrant that you have full authority to submit the Custom Design and that it does not infringe the intellectual property, moral rights, or any other rights of any third party. We reserve the right to reject any Custom Design which we reasonably believe is illegal, offensive, or inconsistent with our brand values.

29.3 Once you submit your Custom Design, we will process it through our custom product system and provide you with a preview of your design for approval.

29.4 You must review and approve the Custom Design before production. You may request reasonable edits, and we will continue to make changes until you confirm 100% satisfaction. Once you approve the design, no further changes may be made.

29.5 We aim to respond to Custom Design submissions within 24 hours of receipt at the email address associated with your account.

29.6 After approval, the Custom Design will be sent to our manufacturers to produce the custom Product. Due to the bespoke nature of the Product, production and delivery times may be longer than standard Products. We will notify you of any delays.

29.7 Once the manufacturer hands over the custom Product to the courier, all risk of loss, damage, or delay in transit passes to the courier. Any issues arising during delivery must be raised directly with the courier.

29.8 Delivery to an address other than that registered to your account, or to a safe place, is your responsibility. We are not liable if the Product is not received at such alternative locations.

29.9 Custom Products may only be returned or refunded if they are damaged or faulty upon delivery. In such cases, you must provide photographic evidence of the damage. We will

assess the claim and, if approved, either refund, repair, or replace the Product at our discretion.

29.10 Approved Custom Designs are stored in our system. You may use the same design for future custom orders, which may qualify for a discounted rate at checkout. If the discount is not automatically applied, we will manually refund the difference.

29.11 **Re use function:** Designs saved using our Reuse feature can only be reordered using the same decoration method selected when the design was originally created. For example, if a logo was first created as an embroidered design, it can only be reused as an embroidered design in future orders. Likewise, if a logo was first created as a printed design, it can only be reused as a printed design. Changing an existing design from embroidery to print, or from print to embroidery, is not currently supported through the Reuse feature. To use the same artwork with a different decoration method, a new design must be created.

29.12 Artificial Intelligence Assistance: As part of our custom design process, we may use artificial intelligence (“AI”) tools to assist in generating, enhancing, modifying, or previewing Custom Designs based on the instructions, images, logos, or other materials you provide. AI-generated elements are used solely to support the design process and final designs will remain subject to your review and approval before production. While we take reasonable care when using AI-assisted tools, you acknowledge that AI-generated content may occasionally produce unexpected or inaccurate results, and it is your responsibility to ensure the final approved design meets your requirements and does not infringe the rights of any third party..