

# Terms & Conditions

The purchase of products from this website is governed by these terms and conditions. By submitting an order, you agree to our company's terms and conditions, which are based upon current main online shopping regulations. Please read them carefully as they contain important information. We reserve the right to change, modify, substitute, or remove, without notice, any information on this site as necessary.

## Products

All goods are subject to availability and we will endeavour to inform the customer of any items that are unavailable as soon as possible. Products may vary slightly in colour from the described item, as each one is individually hand made.

## Promotions & discount codes

These terms and conditions apply for all promotions. Discounts codes are offered for single use by one customer/email address only and according to the details of the stated offer. The codes will be valid for a disclosed time period and after this time cannot be claimed. More than one code cannot be applied at the same time. Please note, that additional discounts such as free shipping will still be valid if the defined order value conditions are met. If there are any problems applying the discount code, please contact us direct for assistance.

## Promotional competitions and giveaways

Competitions and giveaways are valid for the period as stated. All are free to enter, terms of entry will be outlined in the specific competition terms. Winners will have 48 hours to claim their prize, after this period a second winner will be selected (and so on) until the prize is claimed.

## Liability

Wheels Of Steel Clothing will not be liable in respect of customer or third party recipient failure to comply with product safety instructions resulting in wilful damage to/or loss of whether direct or consequential to personal property, or to personal injury should an allergic reaction occur.

## Breakage Claims, Incorrect Orders and Goods Not Received

If the goods supplied are damaged or are not what you ordered, Wheels Of Steel Clothing shall have no liability to you unless you notify the Company of the problem by 4pm on the day after delivery. All original transit packaging and damaged items must be kept until the claim has been reported and appropriate action decided. Any box that arrives damaged can be signed for as such and retained (please report by 4pm the next day and include photographs) or alternatively the goods can be refused and subsequently returned to us.

If goods are not received within 7 working days from the order / invoice date, please notify us.

**Notification of Breakage Claims, Incorrect Orders and Goods Not Received** should be made by email to: [ian@wosclothing.co.uk](mailto:ian@wosclothing.co.uk) and it should be made clear if replacements or a refund are required. Once these conditions have been met, Wheels Of Steel Clothing's obligation will be to issue replacement goods for non-deliveries and damaged goods. Refunds are at the discretion of the Company.

### **Back Orders**

While we endeavour to maintain good stock levels of the items in this website, we regret that we cannot always guarantee to have everything in stock. We reserve the right not to send out small back orders if it is uneconomical for us to do so.

### **Payments**

We accept online payments from PayPal, also providing Debit and Credit Card payment methods as an alternative. These include Visa, MasterCard, Maestro. Cheques are not accepted.

All prices are inclusive of VAT and we reserve the right to amend prices otherwise stated. The total cost of your order is the price of the products plus delivery charges as quoted on the delivery page of the website and also on your order confirmation. The displayed price on the order confirmation is the amount in pounds sterling that you will pay.

### **Order Cancellation**

You are entitled to cancel your order at any time within 3 days from date of delivery provided to you or the recipient. Notify us by email: [ian@wosclothing.co.uk](mailto:ian@wosclothing.co.uk). You have a further 3 days from the date of cancellation to return the goods provided they are in unused condition. Should the complete order be returned, any outward shipping costs will be refunded.

We will refund the cost of outward delivery if all items that form part of an order are returned. You will be liable for any postage costs incurred as a result of returning an item to Wheels Of Steel Clothing. A refund can only be given provided for items returned and on inspection are in perfect condition.

The return address is as follows:

16 Westward Drive, Exmouth, Devon, EX8 1JD

### **Non-UK Orders**

Residents of countries other than United Kingdom, Channel Islands and Republic of Ireland who wish to order from Wheels Of Steel Clothing must contact us direct by e-mail: [ian@wosclothing.co.uk](mailto:ian@wosclothing.co.uk) for details of carriage charges.