



## Terms & Conditions

Please read the terms of sale carefully before placing your order. For future reference retain a copy of these terms with your order.

### 1 The contract

**1a** These terms of sale apply to all goods supplied by Trophy Textiles, Unit 2, Dudnance Industrial Estate, Dudnance Lane, Pool, Cornwall TR15 3QT.

**1b** No contract exists between you and Trophy Textiles for the sale of any goods until Trophy Textiles has received and accepted your order and sent you confirmation by email to the email address you have given. Once Trophy Textiles does so, there is a binding legal contract between us.

**1c** The contract is subject to your right of cancellation (see below).

**1d** Trophy Textiles may change these terms of sale without notice to you in relation to future sales.

### 2 Description and price of goods

**2a** The description and price of the goods you order will be as shown on the Trophy Textiles website at the time you place your order. Whilst every effort is made to reproduce your image accurately Trophy Textiles will not be held responsible for variations in colour from those of the original image due to the complex processes used and the quality of the original image.

**2b** The goods are subject to availability. If on receipt of your order the goods you have ordered are not available, Trophy Textiles will inform you as soon as possible. A refund for any sum that has been paid by you or debited from your credit card for the goods will be made to you, or an alternative product will be offered.

**2c** Every effort is made to ensure that prices shown on the Trophy Textiles website are accurate at the time you place your order. If an error is found, Trophy Textiles will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order. If you cancel, Remember Me! will refund you for any sum that has been paid by you or debited from your credit card for the goods.

**2d** Trophy Textiles reserve the right to increase the prices on our website at any time.

**2e** In addition to the price, postage and packing will apply, and in the case of overseas or large deliveries a handling charge may be applicable.

**2f** Prices exclude VAT unless otherwise stated.

**2g** Colour of garments may vary slightly to the shades shown in the brochure and website.

### 3 Payment

Payment for the goods and delivery charges can be made by cheque, credit card (via Paypal) or a cash on collection for local deliveries and pickups. Goods will not be despatched until full payment has been made to the Trophy Textiles bank account. Goods and any images will remain at Trophy Textiles until full payment has been made.



#### 4 Delivery

**4a** The goods you order will be delivered to the address you specify when you place your order including any images originally supplied to Trophy Textiles!

**4b** Every effort will be made to deliver the goods as soon as possible after your order has been accepted. Trophy Textiles will not be liable for any other loss or damage suffered by you through any reasonable or unavoidable delay in delivery.

**4c** You will become the owner of the goods you ordered and responsible for risk of loss or damage to them once they have been delivered to you.

#### 5 Cancellation

**5a** You have the right to cancel the contract at any time before Trophy Textiles has contacted you for payment. Once payment has been received and confirmed we are unable to refund any payments made to Trophy Textiles due to the personal nature of our products.

**5b** Once you have notified Trophy Textiles that you are cancelling the contract, we will notify you by email of your cancellation.

#### 6 Complaints

If you have any complaint about the goods, you should contact us in writing at Trophy Textiles Unit 2, Dudnance Industrial Estate, Dudnance Lane, Pool, Cornwall TR15 3QT

#### 7 Data protection

**7a** Trophy Textiles will take all reasonable precautions to keep the details of your order and payment secure, but unless Trophy Textiles is negligent, Trophy Textiles will not be liable for unauthorised access to information supplied by you.

**7b** Trophy Textiles will only use the information provided about yourself as shown below. We do not sell, trade or rent your personal information to other individuals or companies.

We need specific information when you place an order. When you order we need to know your name, email address, delivery address and credit/debit card number and expiry date. This allows us to process and fulfil your order and notify you of your order status. We also ask you for your telephone number(s) so that we can contact you easily if required.

Any personal data relating to you will be used and recorded by us in accordance with current data protection legislation. We use the information collected from you to process orders and to provide a more personalised service. We may use your personal information to communicate with you, for record keeping purposes, to track activity on our site and to improve usefulness and content.

#### 8 Applicable law

These terms of sale and supply of the goods will be subject to English law, and the English courts will have jurisdiction in respect of any dispute arising from the contract.