

TERMS AND CONDITIONS:

PAYMENT

- Credit Account Customers – strictly 30 days nett from invoice date.
- Non-Account Customers – cash & carry or cash with order.
- We also accept payment by the following credit/debit cards: Visa, Mastercard, Switch, Delta, Solo, Electron, Maestro.
- Returned or represented cheques will incur a £10.00 charge to cover bank/admin costs.
- All goods remain the property of BTC activewear Ltd until paid for in full.

STOCK ITEMS - DESPATCH & CARRIAGE

- In normal circumstances, all orders received before 4:30pm will be despatched the same day.
- UK Mainland (excluding Scottish Highlands & Aberdeen postcodes):
 - standard delivery service is **NEXT DAY BEFORE NOON** - orders over £250 are carriage paid
 - orders under £250 carriage charged at **£7.95 per consignment**
- Aberdeen postcodes (AB10-AB25):
 - standard delivery service is **NEXT DAY** - orders over £250 are carriage paid
 - orders under £250 carriage charged at **£7.95 per consignment**
- Scottish Highlands & Islands, Northern Ireland and Channel Islands:
 - standard delivery service is 2 days - orders over £250 are carriage paid
 - orders under £250 carriage charged at **£10.00 per consignment**
- Sample orders, which are final and non-returnable:
 - **£7.95 per consignment** (UK mainland, exc Scottish Highlands & Aberdeen postcodes), **£10.00 per consignment** all others
- Same day and Saturday deliveries available dependent upon delivery address, POA.

PRICING

- BTC Activewear Ltd reserves the right to change prices or specifications when necessary without prior notification.
- All sales are made on a trade basis.
- All prices are exclusive of VAT which will be charged at the rate applicable.
- Children's garments are VAT zero rated except for some of the larger sizes which are standard rated (as highlighted in the catalogue).

GENERAL

- All styles featured in this catalogue are subject to availability.
- Garment sizes quoted are "to fit" in inches and are approximate, please ensure the garment is suitable for your needs before processing in any way.
- Garments can be despatched direct to a third party. Goods must be checked against your order before processing.
- **BTC activewear Ltd must be notified within 3 days of despatch of any shortage, damage or non delivery.**

RETURNS (STOCK ITEMS ONLY)

All sales are final. The company does not trade on a 'sale or return' basis. We do accept returns subject to the following conditions being met:

1. Proof of purchase (relevant invoice and despatch note number required).
2. Returns authorisation note must be obtained prior to return of goods.
3. Minimum restocking charge is £25 or 15% of goods value (whichever is greatest).
4. All goods must be returned in good condition, original packaging and suitable for re-sale.
5. Printed, embroidered or processed goods will not be accepted back for returns under any circumstances.
6. Goods cannot be returned after 28 days from date of purchase.
7. Returns carriage charge is £11
8. In the event our carrier arrives and the goods are unavailable to collect, a surcharge will become payable at £11 per failed collection.
9. BTC activewear will only accept back returns to a maximum of 5% of a customers annual turnover with BTC Activewear.

Mistakes do happen, if you receive incorrect or damaged good then please contact your local sales office within 3 days.

THESE PRICES SUPERSEDE ALL PREVIOUS VERSIONS