

TERMS AND CONDITIONS:

PAYMENT

- 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.
- 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.
- Our standard delivery service is **NEXT DAY BEFORE NOON** UK Mainland.
- Orders over £250 are carriage paid, including Scottish Highlands and Northern Ireland.
- Orders under £250 carriage is charged at £6.95 per carton, UK Mainland.
- Deliveries to Scottish Highlands & Islands, Northern Ireland at £8.00 per carton on a 48 hour service.
- Same day deliveries, next day deliveries before 10:00 am and Saturday deliveries are available on request, POA.
- Sample orders, which are final and non-returnable, will be shipped by carrier at £6.95 per carton, (£8.00 Scottish Highlands & Islands and Northern Ireland)
- **A £5.00 surcharge will be applied to all orders below £50.00**
- All carriage charges are subject to VAT.

NON-STOCK ITEMS - DESPATCH & CARRIAGE

- These items are available on a 4 day delivery basis and will incur a £10.00 carriage charge, regardless of value.
- Sample orders, which are final and non-returnable, will be shipped by carrier at £10.00 per carton
- **A £5.00 surcharge will be applied to all orders below £50.00**
- All carriage charges are subject to VAT.

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 brochure).

GENERAL

- All styles featured in this brochure 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 processor at your own risk and must be checked for suitability before decorating in any way.
- **BTC activewear Ltd must be notified within 3 days of despatch of any shortage, damage or non delivery.**

RETURNS (STOCK ITEMS ONLY)

- Please contact your local BTC activewear Ltd office within 3 days of delivery to arrange collection of damaged/faulty items or items sent in error.
- BTC activewear Ltd are under no obligation to accept return of perfect garments correctly supplied and reserve the right to refuse to accept returns without official documents or credit such items
- If any return is sanctioned, carriage and a 15% re-stocking fee will be charged. We will then issue a Returns Authorisation Document and arrange collection and credit for the goods.
- All perfect returns **MUST** be authorised by ourselves and accompanied by a copy of the correct Returns Authorisation Document issued by ourselves. When we arrange collection, please ensure all boxes are securely sealed to withstand transport.
- Proof of purchase from BTC activewear Ltd will be required.
- No credit allowance can be made for returned worn or decorated garments.
- Unauthorised returns or goods returned without official documentation will not be processed by our warehouse returns department.
- A copy of the Returns Authorisation Document **must accompany all garments being returned.** BTC activewear Ltd reserve the right to refuse to accept returns without official documents or credit such items