



TERMS AND CONDITIONS

1. WEBSITE TERMS OF USE:

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2. PRODUCT INFORMATION

All sizes and measurements are approximate; however we do make every effort to ensure they are as accurate as possible. Unless otherwise stated, sizes indicated are UK sizes. Please refer to the size guide for clarification. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Site are correct at the time when the relevant information was entered onto the system.

Goods are subject to availability, the stock position relating to particular items may change however we will endeavour to keep you informed if an item you have ordered becomes out of stock before we accept the Order, we shall notify you as soon as possible and you will not be charged for the out of stock items. All orders are subject to acceptance by us. If HDYCO has limited or no stock in a required size or colour they may print and dispatch the nearest match to the ordered product without any notice to the client.

We have made every effort to display as accurately as possible the colours of our products that appear on the Site and any printed media. However, as the actual colours you see will depend on your monitor, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the product on delivery.

3. PRICE

All prices appearing on this Site are inclusive of VAT (where applicable) at the current rates. The cost of your Order will be the price of the products ordered plus the appropriate charges where applicable. All goods are subject to availability and the details given are as accurate and complete as possible. Due to circumstances beyond our control prices may have to be altered, including any variations in the rate of VAT. If this occurs you will be notified and requested to reconfirm your Order at the altered price.

4. PAYMENT

There are easy and flexible ways for you to pay for your Order, We accept:

1. Credit cards (MasterCard and Visa) & Debit cards (Switch, Delta, Solo or Electron) via our secure, private online Paypal account or Google Checkout of which an invoice will be sent to you via email upon our confirmation of your Order.
2. Cheques; should be made payable to Hoodyco Ltd.
3. Bank Transfer; to Hoodyco Ltd. Account details will be confirmed with payment method for transfer of funds.

After an Order is submitted full and upfront payment is required before the manufacture of any Goods by Hoodyco.

Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by HDYCO shall be subject to correction without any liability on the part of HDYCO.

5. PERSONAL INFORMATION

We will treat all your Personal Information as confidential. We will fully comply with all applicable UK Data Protection and consumer laws. Your data will enable us, and our processors to fulfil your order, and to notify you about important functionality changes. We may use your personal information to deal with your queries and for the purposes of record keeping. We may contact you from time to time to tell you about our goods and services similar to the ones that you have enquired about.

Hoodyco

hello@hoodyco.com // www.hoodyco.com

Hoodyco Ltd
Registered Address. Bourne House, 20 Union Street, Pocklington, York, YO42 2JN
Company No. 06308626 Registered in England and Wales





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6. DELIVERY

For the mainland UK we deliver under normal circumstances to all addresses via recorded courier delivery (for ROI or other countries please email to check). We aim to deliver within 20 working days (Mon – Fri) once full payment is received. While we will endeavour to deliver Products to you as soon as possible, we shall not be liable for any failure to make delivery within the time estimate stated above, though you will be notified of any alterations. If ordered products are out of stock or become out of stock once your order has been processed, an extension to your delivery time will be implemented (this can be up to and beyond 4 weeks) however you will be informed and updated to the best of our abilities. Our postage costs are calculated on the weight and size of each order so prices may vary dependant on size, quantity and country.

7. QUERIES

While every effort is made to ensure that any enquiry you submit is dealt with promptly, we cannot guarantee that your query will always be dealt with within the timescale you require.

We are open between 9am – 5pm (GMT) Monday to Friday and we aim to answer your emails within 24 hours of receipt.

8. RETURNS & WARRANTIES

All our products are despatched knowing that they are to the highest standards, however due to the 'One-off' (bespoke garments produced to your specifications) nature of our products and industry we do not implement a 'Returns' policy. Once you have agreed to the final print design and full payment is received then this is final, we will only consider replacements on faulty or damaged garments. Of course if there is a problem with anything you receive then we will endeavour to try and resolve it so please contact us. This contact has to be made within 5 days of receiving your ordered goods, in writing or via email to hello@hoodyco.com.

HDYCO shall be under no liability in respect of any defect in the Goods arising from any drawing, design or specification supplied by the Buyer, or any defect in the Goods arising from any process applied to the Goods at the instruction of the Buyer such as printing, embroidery or other decoration.

Due to the nature of the Buyer supplying design information (first names, surnames, nicknames, resort(s), hotel(s), company(s), school(s), college(s), university etc) it is up to the Buyer to make sure this is correct and HDYCO are not responsible for any product inaccuracies arising from the data supplied by the Buyer, however we will endeavour to find any anomalies and reconfirm typographical errors with the Buyer before manufacture.

HDYCO shall be under no liability in respect of any defect arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow the instructions set out by HDYCO including care and washing/cleaning instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the seller's approval.

In respect of Goods or parts of Goods not manufactured by HDYCO, the Buyer shall only be entitled to the benefit of any warranty or guarantee as is given by the manufacturer of such to HDYCO.

Any claim by the Buyer which is based on any defect in the quality or condition of the Goods (whether or not delivery is refused by the Buyer) will notify in writing or via email to HDYCO within 5 working days from the date of dispatch. If delivery is not refused, and the Buyer does not notify HDYCO accordingly, the Buyer shall not be entitled to reject/return the Goods and HDYCO shall have no liability for such defect or failure, for this reason, the Buyer is strongly recommended to inspect the Goods prior to any such processes/use being applied and/or prior to re-selling the Goods.

9. INTELLECTUAL PROPERTY

Where intellectual property rights, including but not limited to copyright, are created by HDYCO in the course of performing the Contract, then unless otherwise agreed in Writing the ownership of such intellectual property shall be retained by HDYCO.

By providing information (such as feedback, data, answers, questions, comments, suggestions, plans, ideas or the like) to HDYCO, you agree that such information shall be non-confidential and non-proprietary, and HDYCO shall have unlimited rights to use (or not use), distribute (or not distribute), reproduce (or not reproduce), and disclose (or not disclose) such information as HDYCO deems appropriate. HDYCO shall be free to use any ideas, concepts, know-how or techniques contained in information provided to HDYCO, for any purpose whatsoever, including, but not limited to, developing, manufacturing or marketing products or services incorporating or otherwise based on such information.

HDYCO retains the rights to all imagery produced and designed by Hoodyco. If additional use of said imagery is required by the customer then they need to contact Hoodyco and discuss the terms and conditions of its use. Unauthorised use will be taken very seriously and legal action may be taken.

All artwork submitted by the customer remains the rights of Hoodyco and is allowed to be reworked and reused as and when Hoodyco sees fit, whether for the same, existing or a new customer.

Hoodyco

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10. GENERAL

We reserve the right to change these terms of use at any time without prior notice to you.

11. CONTACT US

If your query relates to an order or feedback regarding this site then please contact us in the following ways:

The opening hours are: Monday - Friday 9.00am – 5.00pm (GMT)
United Kingdom customers: +44 (0) 7590 982 625 (UK only, calls charged at national rate)
N/S Ireland customers: +44 (0) 7590 982 625 (calls charged at national rate)
Alternatively email us on: hello@hoodyco.com

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