

G M Clothing Ltd – Terms and Conditions of Sale

1. About us

1.1 This website is operated by G M Clothing Ltd , a company registered in England and Wales with company number 14717606. Our registered office is 102 Lichfield Street, Tamworth, England, B79 7QB.

1.2 You can contact us by email only at gmclothing@proton.me. We do not offer telephone support.

1.3 By placing an order you agree to these terms. Please read them carefully and keep a copy for your records.

2. Our products

2.1 We make every effort to display our products, colours and sizes accurately. Colours may vary slightly depending on your screen. Please check the size guide on each product page before ordering.

2.2 All products are subject to availability. If an item is unavailable after you order, we will tell you promptly and refund any payment made for it.

3. Ordering and contract formation

3.1 Placing an order is an offer to buy. We accept it, and a binding contract is formed, when we send you a dispatch confirmation email.

3.2 We may decline or cancel an order if the product is unavailable, if there is a pricing or description error, if we cannot verify your payment, or if we suspect fraud. If we cancel after you have paid, we will give you a full refund.

3.3 You must be at least 18 years old to place an order.

4. Prices and payment

4.1 The price shown for each product includes the product cost and delivery.

4.2 Orders delivered outside the UK may be subject to import duties, customs charges or local taxes set by the destination country. These are not included in our prices and are your responsibility. We have no control over these charges and cannot estimate them in

advance.

4.3 We accept payment methods, e.g. Visa, Mastercard, Delta, PayPal Payment is taken when you place your order.

4.4 If we discover a pricing error, we will contact you. You may then confirm the order at the correct price or cancel it for a full refund.

5. Delivery

5.1 We deliver to the United Kingdom, Europe and the United States of America.

5.2 Delivery options and estimated delivery times vary by product and are shown on each product page. Estimated times begin when we dispatch your order and are not guaranteed.

5.3 We will take reasonable steps to deliver within the estimated time. If your order is delayed, please contact us by email.

5.4 Risk in the goods passes to you when they are delivered to the address you gave us. Please provide a complete and accurate delivery address. We are not responsible for delays or losses caused by an incorrect address supplied by you.

5.5 If your order has not arrived within 30 days of dispatch, please email us and we will investigate with the carrier.

6. Your right to cancel and return (14-day policy)

6.1 If you are a consumer, you have the right to cancel your order for any reason within 14 days of the day you receive the goods. This right comes from the Consumer Contracts Regulations 2013.

6.2 To cancel, email us at gmclimbing@proton.me within the 14 days, stating your name, order number and the items you wish to return. You must then send the goods back to us within 14 days of telling us you wish to cancel.

6.3 **Return costs.** You are responsible for the cost of postage and packaging when returning goods. This cost will vary depending on your location and the carrier you choose. We recommend using a tracked service, as you are responsible for items until they reach us.

6.4 Returned items must be unworn, unwashed, in their original condition with all tags attached, and in suitable packaging. You are responsible for taking reasonable care of the goods. We may reduce your refund if the goods have lost value because of handling beyond what is necessary to inspect them, as you would in a shop.

6.5 For hygiene items such as underwear, swimwear and earrings: for hygiene reasons, these items cannot be returned if the hygiene seal has been broken after delivery.

6.6 If you sell made-to-order or personalised items: the right to cancel does not apply to goods made to your specifications or clearly personalised.

6.7 Return address: you will be given the return address when you email us to cancel.

7. Refunds

7.1 We will refund the price of the returned goods, including the standard delivery cost originally paid, within 14 days of receiving the goods back or of receiving proof that you have sent them back, whichever is earlier. The only deduction will be any reduction in value under clause 6.4.

7.2 We will refund you using the same payment method you used for the order, at no extra charge.

7.3 Your original return postage and packaging costs under clause 6.3 are not refundable, except where the goods are faulty or not as described (see clause 8).

8. Faulty or incorrect goods

8.1 We are legally required to supply goods that are of satisfactory quality, fit for purpose, and as described. Your statutory rights under the Consumer Rights Act 2015 are not affected by these terms or by our returns policy.

8.2 If goods are faulty, damaged on arrival, or not as described, please email us as soon as possible with your order number and photographs of the problem. You will not have to pay to return goods that are faulty or not as described: we will refund the reasonable cost of return postage, or arrange collection.

8.3 In line with the Consumer Rights Act 2015, you may be entitled to reject faulty goods for a full refund within 30 days of delivery, or to a repair or replacement, or a price reduction in other circumstances.

9. Our liability

9.1 Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot legally be limited or excluded, including your statutory consumer rights.

9.2 Subject to clause 9.1, we are not liable for any loss that was not a reasonably foreseeable result of our breach of these terms, or for business losses, as the goods are for personal use only.

10. Privacy and cookies

We collect and use your personal data as described in our Privacy Policy and Cookie Policy. We use your data only to process orders, provide customer service and meet legal obligations.

11. Events outside our control

We are not liable for delay or failure to perform our obligations caused by events outside our reasonable control, such as severe weather, strikes, carrier disruption, customs delays, or supplier failure. We will contact you if this affects your order.

12. Complaints

If you are unhappy with your order or our service, email gmclothing@proton.me with your order number and details. We aim to respond within 14 working days.

13. General

13.1 We may update these terms from time to time. The version in force when you place your order applies to that order.

13.2 If any part of these terms is found to be unenforceable, the rest remains in effect.

13.3 These terms are governed by the law of England and Wales. If you are a consumer, you may also have the benefit of mandatory consumer protection laws of the country where you live, which these terms do not affect. The courts of England and Wales have jurisdiction, although if you live in Scotland or Northern Ireland you may bring proceedings in your local courts.

G M Clothing Ltd, 102 Lichfield Street, Tamworth, England, B79 7QB. Company number 14717606. Email: gmclothing@proton.me