

Baseline Supplies
General Terms and Conditions

These terms and conditions can potentially change at any time and it is up to you to check these terms and conditions before ordering products. If you do not agree with the terms and conditions set out below, you should not order.

1. You agree that all details you provide to Baseline Supplies for the purpose of ordering or purchasing goods are true and accurate in all respects.
2. You agree that email can be used as the main means of communication.
3. All orders are subject to acceptance and product availability. Availability information for products is listed on each individual product description.
4. All prices listed at the time of entering the information are correct; we reserve the right to change prices at any time.
5. When confirmation of an order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between you and Baseline Supplies. We will indicate acceptance of your order and hence a contract between us when we send you an invoice.
6. You must check all details on the confirmation e-mail are correct and contact Baseline Supplies if any details are incorrect.
7. If your order has not been accepted you will receive an e-mail telling you the reasons why.

Our Details

Baseline Supplies
24 Bilford Avenue
Worcester
WR3 8PJ

www.baselinesupplies.co.uk

Telephone: 07737 434927

FAQ

1. *Will the item be exactly the same colour as shown on the website?*

Every care has been taken to use images that most accurately reflect the actual colours of garments. However, this is not an exact science and slight variations may occur.

2. *Why is a product on the website if you are completely sold out?*

We know it's disappointing when items are out of stock and we do try to make sure that doesn't happen. We try to predict sales and how much we should order of a particular product, but sometimes an item proves more popular than expected.

Delivery

1. We welcome orders from overseas and BFPO addresses. However, if your delivery address is outside of the UK you may have to pay import

duties and taxes which are levied once a shipment reaches you. You must meet any additional charges for customs clearance.

2. We will notify you of the expected date of delivery and do our best to deliver the goods to you by that date, to the address that you specify for delivery. In the event that you are not available to receive the goods at the point when they were delivered, you will be responsible for making arrangements to receive the goods if they are held at the post office or the delivery company's deposit.

Delivery Times

UK & BFPO addresses

Standard delivery is 3-6 working days subject to stock availability.

Western Europe

Austria, Belgium, Denmark, Greenland, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Cyprus, Sweden & Switzerland.

Standard delivery is 5 – 10 working days subject to stock availability

Rest of World

Everywhere else

Standard delivery is 5 – 10 working days subject to stock availability

Delivery Charges

Delivery charges will be confirmed at point of sale (i.e. presented on the sales invoice prior to payment being made by the customer), and will be dependant on the size and weight of the product(s) purchased as well as their destination.

Contract Cancellation

You can cancel the contract, provided that you exercise your statutory right to do so within 7 working days after the day on which you receive the product.

To cancel the contract you must inform us in writing or email and return the goods to us immediately in the same condition in which you received them. You are obliged to take care of the goods while they are in your possession. You must pay the return postage costs.

A full refund covering the price of the product and the original delivery costs will be made.

Damaged or Defective Goods

In the unlikely event that your new purchase is faulty then please contact us immediately to discuss the problem. At our discretion, we will either repair, replace the goods (or the faulty part of the item) free of charge or refund to you the price of the goods (or a proportionate part of the price).

No refunds will be given on any product that has been damaged through normal wear & tear or misuse or accidental damage or that you decide you no longer want.

Law

Any contract between you and Baseline Supplies shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the Courts of England