

## **BUYING GQ GIFTS PRODUCTS WITH CONFIDENCE**

These terms and conditions shall apply to and govern all contracts between us, as the 'seller' and you as the 'buyer.' These terms & conditions shall apply as the complete and exclusive terms of each contract and no variation in any documents from the Buyer including but not exhaustively any letter, receipt acknowledgement, or other form shall be effective unless expressly agreed in writing by the Seller. By using this website, you acknowledge that you have read, understood and agree with our standard terms and conditions of sale and that they are legally binding and apply to all sales made. If you do not accept these terms, please do not buy from this website.

## **ACCEPTANCE OF AN ORDER**

You are deemed to place an order with us when ordering online via our checkout process. We will email you a receipt confirming the products you have purchased. Our acceptance of an order takes place when we engrave the order.

We reserve the right to temporarily remove any item for sale on our website, and also to completely discontinue any item. This may be caused by a problem with third parties, and therefore, there may be a delay from when the decision is made, to the item being removed from sale. If you happen to purchase an item that we temporarily remove, or decide to discontinue, a refund for that sole item will be offered to the customer.

We may refuse to accept any order if:

- a.) Goods are not available
- b.) If we cannot obtain authorisation of your payment
- c.) If there has been a pricing or product description error
- d.) If the order is to be delivered outside the UK or to an area where delivery is unusually difficult
- e.) If the order is for a personalised product and contains content which could be considered threatening, indecent, obscene, offensive, pornographic, abusive, liable to incite racial hatred, discriminatory, menacing, scandalous, inflammatory, blasphemous, in breach of confidence, in breach of privacy or which may cause annoyance or inconvenience.
- f.) If we believe your order is for commercial or other inappropriate use.
- g.) We do not sell alcoholic products to anyone under 18. We may refuse an order or refuse to make a delivery at our discretion. By placing an order you confirm that both you and the person the order is to be delivered to, are aged 18 years or over.

## **BACK ORDERS**

If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

## **PRICING & DELIVERY**

All of our charges include VAT at the standard rate of 20%

We normally use the Royal Mail and Parcelforce for delivery of our products, but reserve the right to use other couriers such as DPD or Evri.

We will deliver the products ordered by you to the address which you give for delivery when you place your order. If any of the details are incorrect, we are not liable for any items which have not been received. You may specify a delivery address which is different from your invoice address, if, for example, you would like us to deliver your products to a work address, a friend or relative.

We aim to despatch your items within 1-3 working days from receipt of order. However, in some cases it may take a little longer.

On occasion, we may need your telephone number, so we or the courier service we use, can contact you regarding delivery.

Should the item be out of stock, we will contact you and give you an estimated delivery time. If this is not acceptable to you then we will offer you an immediate refund and cancel the order.

If you purchase multiple items together, they should be delivered together, but please note that this cannot be guaranteed (due to size, weight and availability of the item etc).

Fortunately it is not very often but sometimes due to unforeseen circumstances we cannot guarantee delivery times or accept any liability for late delivery. We do not accept any liability for out of pocket expenses or other costs incurred due to failed or delayed deliveries. This includes any act of God, war strike, lockout or other industrial dispute, fire, flood, drought, legislation or any other cause beyond our control.

In the unfortunate event of you not receiving your item, you must inform us by email if you within 28 days of placing the order otherwise GQ Gifts will accept no liability.

## **PAYMENT SECURITY**

When your order is placed at our website, you will be redirected to PayPal where your payment will be processed using the highest levels of security. No card details will be saved on our website.

## **RETURNS**

We do not accept returns as all of our items are personalised and supplied to order. Please contact us for further advice on this matter.

If you have received an item that is incorrect or faulty, you must notify us within 24 hours of receipt and we will offer you a refund or replacement, once we have received evidence of damaged/incorrect goods. Evidence can be provided by emailing a photograph to us of the damaged items.

## **CANCELLATIONS**

Any order cancellations, including pre orders must be requested the same day you place your order. As our items are personalised we aim to start production of your item the next working day after order. Cancellations must be requested via email to [orders@gggifts.co.uk](mailto:orders@gggifts.co.uk). Any cancellation requests outside of this period may not be processed.