

Bespoke Clubwear Order Terms & Conditions

By placing a bespoke clubwear order with Bowlswear you agree to the following terms and conditions:

These terms and conditions are valid for any order of bespoke clubwear placed with Bowlswear of York ('Bowlswear', 'us' or 'we') and apply between Bowlswear of York and the recipient party (You &/or Your Club (by extension Club Management, Treasurer & Secretary))

1. Design

1.1 Bowlswear (of York) takes no responsibility for the approval of clubwear designs with associated regulatory bodies such as EBF, EBA, EIBA, ESMBA & Other bodies.

1.2 it is the responsibility of You (Clubs) to make Bowlswear aware of any restrictions relating to club attire (Logo Sizes, Sponsor Logos, Lettering and any other features of design) imposed by the relevant regulatory body.

1.3 Due to copyright reasons some designs may not be able to be 100% copied, however we can make the relevant changes to ensure we remain compliant.

1.4 Colours shown in Design templates are replicated in production to the best of our ability, however the display settings of screens, ambient lighting, Material batch, ink batch and printer settings may cause slight variations in printed colour.

2. Samples

2.1 Samples can be produced on request, and are chargeable at the standard per unit Price as shown in our information pack, which can be found [HERE](#).

2.2 Sample delivery time is quoted in line with delivery terms as below (5)

2.3 Sample payment terms can be found with the payment terms below (4.3)

3. Placing Your Order

3.1 For clarity and to prevent errors, orders will only be accepted via e-mail (info@bowlswear.co.uk), or in person.

3.2 Orders can be sent via email in any appropriate format.

3.3 We will require the following details for your order:

Club Name (& Address), Contact Name, Delivery Address, Contact Number, Contact e-mail Address & Any other details you deem required for your order.

3.4 We have also made Clubwear order forms for both Secretaries ([Click HERE](#)) and for Club members should you wish to compile orders with ease ([Click HERE](#)).

4. Payment & Invoices

4.1 Once your order is placed we will first send an Invoice, followed by a confirmation with your delivery ETA (5.2).

4.2 Invoices with deposits: Initial deposits are payable upon receipt of the invoice. The remaining balance is then payable within 30 days of receipt of goods.

4.3 Invoices payable in full: Samples and small orders will be payable upfront in full as shown on your invoice.

4.4 Payments can be accepted by Cash, Card, Bank Transfer or Cheque. Payment details can be found at the bottom of each Invoice.

4.5 Any errors on your invoice should be reported immediately to Bowlswear (info@bowlswear.co.uk or 01430 860282).

5. Delivery

5.1 Bespoke Clubwear orders of £75.00 or more qualify for free delivery to Mainland UK. Standard postage rates will apply for orders of less than £75.00, as detailed [HERE](#).

5.2 The quoted delivery date is an estimation and is not 100% guaranteed

5.3 Orders will be sent with DHL, Royal Mail or Similar services.

64 High Street,
Holme on Spalding Moor
York
YO43 4AA
Tel: 01430 860282
Email: info@bowlswear.co.uk

5.4 If you have delivery restrictions, special requests or will be away during the predicted delivery period; please inform us before your order is due as we may not be able to accommodate requests once the goods are dispatched.

6. Returns & Exchanges

6.1 Due to the bespoke nature of the goods, returns and exchanges cannot be accepted for bespoke designed clubwear.

6.2 For any non-custom clubwear (for example stock items such as trousers) our usual returns policy applies:

"If you wish to exchange or refund goods that are unsuitable, please return within 30 days in the original packaging and with proof of purchase. Please ensure that all returns are unused and in re-saleable condition. You must include a filled out [Returns Form](#) and Invoice. Please include your contact details in your [return form](#) and the reason for return."

6.3 It is the buyer's responsibility for the cost of returning and insuring the item.

6.4 Any unwanted items can be returned to:

Bowlswear Returns
64 High Street
Holme upon Spalding Moor
YO43 4AA

6.5 Customised products cannot be returned unless faulty. (8)

7. Cancellation & Adjustment policy:

7.1 Once ordered, Bespoke Clubwear cannot be cancelled.

7.2 If you wish to add to your order (or change sizes) once placed, we will try our best to accommodate your request. We however, cannot guarantee this will be possible. Additions may be delivered and invoiced separately depending on the order timeframe.

8. Faulty goods:

8.1 If you believe an item is faulty please contact us as soon as possible, if it is found to be faulty we will replace the item at no cost to you.

8.2 Please note; photographs of the faulty item will be required in order to obtain a replacement.

9. Discrepancies/Errors & Queries

9.1 Whilst we take every care to pack and dispatch all orders carefully and correctly, It is the customers' responsibility to ensure that all goods are received correctly and in good condition.

9.2 Any discrepancies or problems relating to the contents of your delivery should be reported to Bowlswear (info@bowlswear.co.uk or 01430860282) within 24 hours of delivery.

10. How to Contact us:

10.1 e-mail: info@bowlswear.co.uk

10.2 Phone: 01430 860282

10.3 Address: 64 High Street, Holme on Spalding Moor, York, YO43 4AA

10.4 Opening Hours: Monday - Saturday: 10:00 – 17:00.

11. Non Acceptance of Terms and Conditions

11.1 Should you wish to decline our terms and conditions for any reason please inform Bowlswear via the above channels (10) stating your reason.

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