



Terms and Conditions



Please read through our terms and conditions before ordering. PVC Rainwear reserve the right to change the terms and conditions without written notification to you. If you do not understand these terms speak to our office first before ordering.

Data Protection.

Please note that by sending us your order, you agree to us using your personal details in order to supply the goods to you (which may involve passing them on to relevant third parties such as delivery firms). We will ask for your permission if we wish to use your details for any other reason [and you may ask us in writing to remove your details from our system by writing to our address.]

(All terms and conditions apply)

Title to any goods remain with PVC Rainwear until full payment or funds have cleared.

PVC Rainwear will endeavour to deliver goods within 28 days of receiving the order. The customer has the right to cancel the order after 28 days without any obligation to PVC Rainwear

Delivery.

Our standard delivery from point of order is 14-21 days. For Christmas delivery you should order no later than 1st of December. Goods that weigh less than 2kgs are sent by Royal Mail recorded delivery and are tracked. The goods will have to be signed for. If you are not in, Royal mail will leave you a card asking you to collect from the post office. Goods over 2kgs will be sent by a courier company. Again you will need to sign for the goods. If you are not in, the delivery company will leave a card and attempt to either deliver again or ask that you collect from their depot. If you are concerned about your delivery we have a tracking system, which gives an indication where the parcel is. If the goods get lost in transit we will carry out an investigation and claim against the delivery company. If this occurs which fortunately is rare, we have to wait 28 days before the parcel is deemed officially lost. At this point we will automatically send out a replacement order. Sometimes both orders arrive and we have notification of delivery by the delivery company. The customer is required to contact us and we will arrange collection or the customer has the option to purchase the goods. If the goods are delivered and the customer does not inform us we will charge the customer for the goods after 14 days.

7 Days after delivery.

Customers can return goods up to 7 days after delivery for the following reasons:-

- 1) Wrong Size
- 2) Colour was not as expected.
- 3) The fit or style was not as expected.

At this point you are entitled to a full refund less the cost of postage, or you can put the credit against another order.

On return of goods the following will apply.

The goods will be quality checked and if found satisfactory the refund will be raised. **A refund will not be raised for the following reasons:-**

- 1) Garment has been obviously worn i.e. dirt marks, creases etc.
- 2) Damaged garment i.e. rip or tear.
- 3) Household smells i.e. smoke, cooking or body odours. (Please note that PVC is porous and absorbs household smells very quickly especially tobacco smoke and cooking smells. These odours cannot be removed from the PVC and hence we are unable to return goods to stock).

7-28 days after delivery.

The goods have a warranty for 28 days after delivery against faulty material or workmanship. The PVC we use is un-supported; it has no cloth backing and is not laminated. The garments are designed for light use and if treated carefully will last many years. The weakest point on any PVC garment is the seams, pockets and buttons where stress takes place. Eventually, most PVC garments will tear or separate in these areas. PVC Rainwear is happy to repair garments where possible and for this there is a small charge of £5 plus postage charges. If you are sending 1 x item please include £5 or two items and over £7.50. International customers please call us for a quote. If the goods are returned in this period the fault will be rectified and the goods returned to the customer. **Please note: Garments must be taken out of the packaging as soon as possible and hung in a dry environment. Garments with black zips should always be hung and not folded as the ink in the zip can be drawn out and will mark the plastic...you have been warned! We do not accept garments back that have ink marks.**

Return Conditions.

Customers must contact us either by phone or email to inform us they are returning goods. We cannot be held responsible when goods are returned with no supporting paperwork.

The return address is as follows:-

PVC Rainwear Ltd
Unit 20
Burcote Wood Farm
Towcester
Northants
NN12 8TA

It is the customer's responsibility to ensure delivery back to PVC Rainwear. We cannot be held responsible for lost or misplaced goods or postal errors. When you send the goods back please enclose a copy of the original invoice. If you are sending back for repairs outside the warranty period please enclose method of payment. You can send cash if you prefer not to send your credit card details through the post.

Bespoke Garments

Customers sometimes ask for changes to our standard designs. PVC Rainwear can accommodate these alterations and the customer informed of additional charges depending on the work required. Please call us for a quote. For Bespoke garments we have to take payment manually over the phone. Unfortunately we cannot accept these goods back into stock. If there is a genuine workmanship or material fault these will be repaired as detailed above.

PVC Rainwear reserve the right not to deal with customers for the following reasons:-

- 1) Customers who continually send goods back for no apparent reason.
- 2) Customers who continually order, cancel and re-order goods.
- 3) Customers who are in any way abusive to our staff whether it be by email or verbally.
- 4) Staff will not deal with customers who arrive at our premises un-announced. Collection of goods is allowed when agreed by prior arrangement. We do not operate a shop premise and do not have planning permission to serve customers over the counter.

Postal & Packaging charges are as follows: -

UK, Europe & Overseas postage charges

UK

Postage cost is £4.00 + 5% of your order total (all subject to VAT)

Europe

Postage cost is £7.00 + 10% of your order total (all subject to VAT)

International

Postage cost is £9.00 + 15% of your order total. (all subject to VAT)

(See 'Shipping Rates Guide' For A More Detailed Breakdown of Shipping Charges).

Please Note: We are unable to send to Foreign PO Box address. If you insist on delivery to a PO Box we will send by standard post which is not traceable therefore we will not accept any responsibility for the delivery and we will not pay if the parcel is lost.

PVC Rainwear Ltd cannot guarantee availability of every colour and reserve the right to offer alternative colours to customers before despatch. Photographs and online catalogues may not depict the colour due to reflection or monitor resolution. Therefore pictures should be viewed as a guide only. All photographs and website pictures are copyright, no un-authorized copying.

As a continual improvement of our garments PVC Rainwear Ltd reserve the right to alter garments and improve product specifications should the company wish to do so.

All credit card transactions are subject to credit authority and all cards are validated before release of goods. Any cards found to be stolen or subject to misuse or representation will be reported to the credit card company without prior notification. All transactions are completed over a secure line and are subject to the highest levels of encryption.

Bespoke requests will be cost calculated on an individual basis. PVC Rainwear's interpretation of a customer drawing or measurements is final and the customer accepts that this bespoke garment cannot be returned unless found to have manufacturing faults within the time scale mentioned above. No bespoke order will be processed until payment is received in full in advance. There are strictly no refunds or return policy on bespoke goods due to their nature.

PVC Rainwear Ltd cannot be held responsible for any misuse or any inappropriate use of goods or garments.
PVC Rainwear Ltd will not be liable for any direct or consequential loss arising from the supply of goods.

Any correspondence should be addressed to the head office address: -

PVC Rainwear, Unit 20, Burcote Wood Farm, Towcester, Northants NN12 8TA