**Terms & Conditions**

**Payment**

You may pay for your order using the following cards:

Visa, MasterCard, Delta, Switch and Solo. All transactions are processed in £ Sterling. We are confident that the security measures put in place to ensure your card number is encrypted allow you total confidence to buy without risk.

**VAT and Import Taxes**

All prices are inclusive of British sales tax (VAT) at the current rate, where applicable (some footwear and children’s clothing will be excluded for VAT). If you are ordering from outside the European Economic Community, you may be charged a tax or duty at the port of entry to your country and this sum is your responsibility to pay. We are not able to advise you of what these charges might be since they vary from country to country.

If you are purchasing from within the EEC, you must pay the British sales tax as included in the final purchase prices, shown at the current UK rate.

**Delivery**

We recommend when using these services that an address where somebody is likely to be in all day is given to us, as regretfully we cannot guarantee the time of deliveries. If an attempted delivery is made and there is nobody at the address, a card will be put through the letterbox and it will be your responsibility to collect the parcel from the delivering depot.

Your order will be processed following payment during regular working hours. Provided all items are in stock, despatch to mainland UK will be made as per the delivery time advertised with the product. On a rare occasion and an item be out of stock, you will be notified very quickly. If there is a further delay you will be notified by mail or email. Deliveries outside of the UK mainland may take longer.

**Printed Orders**

We set up logo proofs within 48 hours (2 business days). These will be emailed to you for approval. You will be not charged for any set up fees. Following approval of finished logo proofs and full cleared payment, your goods will be despatched to you fully badged up within approximately ten working days (please allow 2-3 days leeway in busy times).

**Delivery Delays**

During sale time or unexpectedly busy times there may be a slight delay with delivery. If this is the case, you will be notified within one working day. You may cancel any item which has not been despatched to you by emailing here stating your order details, full name and address.

**UP NORTH BRANDING 100% Guarantee**

Our products are made with great care and a huge effort is put into quality control. However, if you wish to return an item for refund or exchange, please send it back in its original packaging and in saleable condition within 365 days of receipt. Please note that P&P and returns postage are direct costs and cannot be refunded. Please get a proof of postage or send the item recorded. We regret that we cannot be responsible for any returns that get lost in the post. A returns slip is inside your order. We are unable to process any returned items if the original packaging or barcoded tags or not attached, or the product shows any sign of wearing or dirt/marking.

**Exchanges**

If you require an exchange of size, simply reorder your product in the normal way through our site. Your un-required item will then be credited back to you upon receipt.

**Refunds**

Items returned for refund will be credited back in the manner that you paid for them and are processed as soon as possible, generally within 5 - 7 business days of receipt at Up North Branding. Please note we cannot always answer questions on returned items before this time period has lapsed. If you have queries of receipt of return or refund, please email 7 business days after posting.

**Condition for Return of items to UP NORTH BRANDING**

At Up North Branding our priority is to ensure that you are highly satisfied with your purchase. In the unlikely event that you are not, please feel free to return your goods within 120 days of the purchase date for a full exchange or refund.

Any item can be returned to us for any reason provided it is returned in 'showroom condition' with its original packaging and with a valid return slip enclosed.

All items must be new, clean and unworn with all tags attached. All items must be returned in original packaging. No refund will be given if returned item has been worn or damaged.

Once products have been received, refund to your original payment method will be processed within seven working days. Please note that you are responsible for all shipping and handling costs when effecting a return.

Up North Branding guarantees customer satisfaction with our products. If you are not satisfied with your purchase, please let us know immediately. We will do everything within reason to make it right for you. If you feel at any time, we have not carried out your instructions, please email Rebecca Hindhaugh, company owner at upnorthbranding@outlook.com who will carry out full investigation and guarantee you a reply.

**Colour Reproduction**

We have made every effort to ensure that colour reproduction of images and product text are as accurate as possible. However, slight variations may occur with colour reproduction or text descriptions.

**Product Images**

All pictures shown are for illustration purpose only. Actual product may vary due to product enhancement.

**Consequential Loss**

Up North Branding shall not be liable for any consequential loss whether this arises from breach of duty in contract or any other way. Liability for any claim shall not exceed the price of the goods supplied. This does not affect your statutory rights.

**Data Protection**

We do not pass on your email address to any other company at any time. If you subscribe to our eNewsletter you may be confident that your email address will only be used by us to inform you of any special offers. Should you wish to unsubscribe at any time, please do so by clicking on the relevant link at the base of the newsletter. Should you call our Customer Service department, your call may be recorded for training and monitoring purposes. We will never pass your data on to any other 3rd party.

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**Company Details**

Registered Office Details:

Up North Branding

52 Plessey Road

Blyth

Northumberland

NE24 3HX

United Kingdom

**Discount Codes**

Discount codes may be withdrawn with no notice, all discount codes can only be used once per customer. Only one discount code per basket can used. Up North Branding has the right to withdraw any offers without notice.

**Legal**

VAT at the current UK rate is charged where applicable.

For training purposes, we sometimes monitor and record incoming and outgoing telephone calls.

We are in no doubt that it is completely secure to order online. Your card details are not held on the internet. Once payment has been validated and authorisation approved, the card details are deleted. This means that you will have to repeat your card details for every online order – a small inconvenience, but one that makes it completely safe to order online.

**Distance Selling Regulations**

You are covered when ordering with us by the Distance Selling Regulations.

**Terms of Website Use**

Definitions:

Visitors to the web site agree as do paying customers, by accessing the links and features on the web site or entering into an agreement by way of payment, to be bound by the applicable clauses in these Terms and Conditions in their entirety and of no other commitment. Individuals to the web site and those participating in telephone conversations will be referred to throughout this document as, "user(s)" "visitor(s)" "member(s)" "customer(s)" and/or "you".

[www.upnorthbranding.co.uk](http://www.upnorthbranding.co.uk) is owned and regulated by Up North Branding, referred to throughout this document as, "us" "the company" and/or "we". The true meaning of these Terms and Conditions will be interpreted by us and not dictated by any member or user; a true interpretation is available on request. This Terms and Conditions document governs your general usage of the web site and any agreement entered both telephone conversation and web site payment link. Please read this document carefully and in its entirety. We reserve the right to update, change and/or correct these Terms and Conditions without prior notice to any member or user. An accurate copy of this documentation is available via our web site 24/7/365 and will be supplied on request.

Use of the Web site:

visitors to the web site may use the available facilities for information and payment purposes only.

Your Consent:

All details obtained by us will not under any circumstances, without your explicit consent be shared or sold to any company or organisation for any purpose unless required by law to do so. By submitting your information, you consent to the use of that information by us as set out in this document. If we change our Privacy Policy, we may post the changes on this page, and may place notices on other pages of the web site so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of this service will signify that you agree to any such changes.

Information we use:

Up North Branding make data protection and client security a priority. The Only information we will hold on our persons and /or in a working environment only without your explicit consent to do so at home will be information sent to us from individuals electronically and verbally over the telephone, through postal services and/or data in any format. Third party providers linked to by our web site may not collect information about customers. We have full control over this.

The Web site:

The web site, services and features are provided by Up North Branding. The information and materials available on this web site and by telephone enquiry are provided as a guide to the services of Up North Branding and on an "AS IS" and "AS AVAILABLE" basis. We make no warranties, representations or give any undertakings whether expressed or implied of any kind, including but not limited to warranties about the merchantability, fitness for purpose, non-infringement, accuracy, and completeness or otherwise.

Availability:

Availability as set out on the web site is subject to change without notice at any time. This also applies to any offers advertised by us.

Charges:

By entering into an agreement, the customer accepts full liability for all costs and charges incurred from the point of contact, during the agreement, upon cancellation and at the point of renewal. A full list of prices and charges are available on request.

Linking:

Our Site may contain links to other web sites and search engines. When you activate any of these links, you will leave the web site and we accept no responsibility for the availability or content of any linked web sites and shall not be responsible in any way for arrangements regarding goods or services from such linked web sites regardless of the offer, content or transaction. The links are provided for you to view externally from our web site Any such link does not imply endorsement by us of a web site or any association with the operators of a web site You agree not to bring any claim against us arising from your purchase or use of the third party supplied products and services.

Site Information:

Unless otherwise stated, all rights in the material on the web site including copyright and database rights are owned by Up North Branding. You are not permitted to print or download extracts from this material for any use without prior consent from Up North Branding.

Using our site:

You agree to use the web site for lawful and ethical means only. We reserve the right without notice to terminate any member(s) access to the web site without justification.

Liability Disclaimer:

We do not guarantee that the services on the web site will meet your requirements. We do not warrant that the web site will be delivered to you uninterrupted, timely, secure (unless otherwise stated) or error-free, or that the web site and the server are free of computer viruses or other harmful applications. If a fault occurs in the service, you should report it to us, and we will attempt to correct the fault as soon as we reasonably can. To the fullest extent allowed by applicable law, you agree that we will not be liable to you/or any third party for any consequential or incidental damages including but not limited to loss of revenue, loss of profits, loss of anticipated savings, wasted expenditure, loss of privacy and loss of data or any other indirect, special or punitive damages whatsoever that arise out of or are related to the web site

Nothing in these Terms shall exclude our liability for personal injury or death caused by our negligence.

Both the Terms and Conditions and privacy policy are a combined document.

All written notice/authorisation will contain an authorised company representative signature for all documentation issued or received by Up North Branding.

Law and Jurisdiction:

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and any disputes will be decided by the English courts.