

Terms & conditions

Our terms and conditions comply with UK legislation, including the new Distance Selling Regulations. They are structured to ensure that customers can shop easily and with confidence. By using this website, you accept these terms and conditions. These terms and conditions may change without prior notice and will not affect your statutory rights.

Price

All prices are quoted in £ sterling and exclusive of post and packing and VAT and any other promotional offer and discount scheme. Any applicable post and packing and VAT is payable by you in addition to the contract price at checkout.

Payment

We accept most major credit and debit cards via Paypal. Orders will only be processed once authorisation has been received.

ethicalworkwear.com reserve the right to decline any order.

Security

ethicalworkwear.com use Paypal, the tried and trusted state of the art, eCommerce solution to process and to protect you and your credit card information. Credit card numbers are encrypted in the Paypal software when the order is placed, and are not held in clear text on any website. Paypal is recognised and approved by most major banks.

ethicalworkwear.com will not provide customer information to anyone outside of the company unless required to do so by a court ruling.

Privacy Policy

ethicalworkwear.com are committed to protecting your privacy. We will only use the information provided by you in accordance with the Data Protection Act 1998

Accuracy of content

Although we endeavour to be accurate with all product details and prices, if a product or price is incorrect due to a typographical error we have the right to refuse or cancel any order whether or not the order has been confirmed. If your credit card has already been charged and we subsequently cancel your order, we will immediately issue a credit to your credit card account to the value of the original debit.

We have made every effort to display the colours of our clothing ranges as accurately as possible. However, as the actual colours that you see will depend on your monitor, we cannot guarantee that your screen will accurately render the exact shade of the product that is delivered to you.

Sizes and colours given on this website are approximate and for guidance only.

Availability

All items are subject to availability. There may be a small delay if on occasion an item is more

popular than we expected or our suppliers, without advance warning, cancel or discontinue styles.

In these events you will be offered an alternative or your order may go on "Back Order". You will also be offered the opportunity to cancel the order if you prefer. We will contact you by email or phone to discuss your order if necessary.

Non delivery and damage in transit

ethicalworkwear.com shall not be liable for any losses, costs, damages, charges or expenses caused by any delay in delivering goods. In the unlikely event that your product appears lost or is damaged in transit please contact us immediately. You must keep the original packing in case you have any reason to return your purchase.

UK and EU Distance selling regulations

Our returns and refunds policy is in accordance with the EU Distance Selling Directive which came into force in October 2000 and is part of UK law under the Consumer Protection (Distance Selling) Regulations 2000. This law applies to all transactions within the UK where a consumer does not meet the vendor. Contracts between businesses are not governed by these regulations.

Your consumer rights

In accordance with the law, you have a 7 day 'cooling off period' in which you have the right to cancel your purchase and receive a full refund.

You do not need to give a reason for cancelling your purchase. We are obliged to refund your payment in full, minus delivery costs, within 30 days of your cancellation.

Risk and ownership

The risk in the goods passes to you when the goods are delivered to the delivery address. Ownership of goods remains with ethicalworkwear.com. until payment for the goods are received in full.

Complaints

We aim to provide a high standard of customer service. If however we do get it wrong we will do everything in our power to put it right! We will acknowledge any complaint by email.

Trademarks

All trademarks, service marks and trade names are the property of their respective owners.

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