

Equisign Terms and Conditions

When purchasing from Equisign you agree to the following terms and conditions:

Contract

A contract between you and Equisign will only take place once your order has been accepted and paid for. Equisign will accept payment in pounds sterling. For the avoidance of doubt, any contract entered into will be deemed to have taken place in England and English Law will apply.

Privacy Policy

Equisign are committed to protecting your security and acting responsibly with information you supply to us. Any information provided will be used to confirm and fulfil your order, deal with your queries and to send you information from time to time regarding our range of products and services and for the purpose of keeping our records up-to-date. Should you not wish to receive communication from us, then you must inform us in writing or by email. On occasion, your details may be shared with our suppliers in order to fulfil your order but we will not release, offer or sell any personal information you provide to other third parties without first seeking your permission. We may use technology to track the patterns of behaviour of visitors to our site. This can include using a 'cookie' which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you change your browser settings.

Design and Colours

The designs and colours shown on this website are intended as a guide to the colours of the garments produced, however the shade of colours can vary according to your online screen quality and settings used. You should not take the colour shading as being 100% accurate. Our pages offer you a close likeness to how the finished product will look, but you should allow differences in the colour shades between products and also the width and shades of any embroidery and bindings.

Product Availability

In the event a product is out of stock, we will notify you immediately and advise you of an expected delivery date. We make every effort to provide the full range of products and colours shown, however, we reserve the right to withdraw or discontinue any item or product at any time. Should this not be acceptable to you, then an alternative product will be offered or a refund given.

Pricing

Equisign is not VAT registered but VAT is included on the products that are applicable to this tax where appropriate to English Law and this is at the current rate. All prices are in pounds sterling. We reserve the right to change prices as necessary. We make every effort to maintain the prices shown on this website, and to amend prices when necessary. We reserve the right to amend postage & packing prices as appropriate.

Liability for Information

Every effort is taken to ensure that products are listed with correct features, benefits, sizes, colours and prices. Equisign cannot be held responsible for any variations of these and provides

information in this regard as supplied to us. Product photographs are representative only and as a result colours may vary.

Copyright & Intellectual Property Rights

Equisign reserve the copyright to their logo and all contents included on the website including product design features and concepts. Any images, photographs or logos included on the website remain the intellectual property of Equisign and as such may only be reproduced, used or displayed elsewhere with written consent of Equisign. In addition, we reserve the right to withdraw permission of usage for any reason, at any time.

When ordering items using your own photographs and images you are solely responsible for providing images to which you own the copyright. By placing an order where you supply the image you authorise us to reproduce such images and indemnify Equisign from any claim for loss or damages resulting from using unauthorised images.

Payment

We accept most major debit or credit card via online payments through PayPal a secure internet payment service. Transactions are shown in pounds sterling.

Postal Orders or Cheques should be made payable to M Pollitt. Please include your cheque guarantee card number on the reverse of cheques and enclose a copy of your order details and delivery address.

Security

Debit and credit card security is provided through PayPal.

Delivery of Goods

Once you have placed your order, your items will be dispatched within 1-21 working days depending on product however, please allow up to 28 working days for delivery during busy periods e.g. Christmas. If delivery is likely to take longer than 21 days we will inform you. Equisign shall not be held responsible or liable for costs associated with any delay caused by Royal Mail, their employees or sub-contractors.

Postage and packing for most items is Standard Royal Mail Recorded Delivery and delivery is priced individually per item for UK mainland customers. Prices are calculated on multiple item order using the highest delivery price item as the first item and additional items will be calculated at their additional item rate. Please note that a signature will be required on receipt of your goods. Second attempt deliveries may be charged for and in cases where parcels are returned to Equisign, there will be a £10 handling charge. Please note that Royal Mail do not make timed deliveries. Equisign cannot be held responsible for deliveries that are not signed for. Please contact us for postage quotes if you are in the Republic of Ireland, Channel Islands and Scottish Highlands or require your items delivered by an alternative method.

Customs

When goods are delivered outside of the European Union, it is possible your order may be subject to import duties and taxes which are levied once it reaches the destination country. Any additional custom charges for clearance must be paid by you; we have no control over these charges and are unable to advise you what the cost may be.

As customs policies vary widely from country to country, Equisign recommends you contact your local customs office for further information. Also please be aware that when ordering from Equisign, you are considered the importer and must comply with all laws and regulations of the country in which you are receiving the goods.

On customs forms for international packages, we will list the total value and the contents of your order.

Whilst your privacy is important to us, please be aware that goods that cross international borders may be subject to opening and inspection by the customs authorities and that we may be required to provide product, delivery and order information to our international couriers to allow them to abide by custom laws and speed up the custom clearance process.

Returns, Exchanges and Faulty/Damaged Items (except for Stable Signs)

In the event of the goods being damaged on arrival, or part/all of the order is not received within the specified time, please inform us within 10 days of receipt of the goods or the expected delivery date, otherwise no claim can be considered. Should you need to return any item, we recommend you obtain a certificate of posting from the Post Office or carrier used, to enable you to claim for any loss or damage in transit. If you receive goods from us and the package and contents have been damaged in transit, you have the right to return this for a replacement. **You must let us know immediately upon receipt** of an item damaged during transit only as we may need to make a claim against the shipper for the damage. Please also make sure if possible, the item is returned in the same packaging that it arrived in.

Should you wish to return a product to us for a full refund (less postage), an exchange or because of a faulty/damaged item, please ensure the following:

- The item(s) is returned by you in its original packaging with all tags, unused and unsoiled within 10 days of receipt with your reasons for returning the item.
- It is your responsibility to pay for the cost of returning the item(s) to us.
- Returns made after 10 days or soiled, used or items minus packaging and tags will not be eligible for a refund or exchange.
- Ensure your parcel is properly packaged to avoid damage.
- We recommend that you obtain proof of postage, ideally with a signature from us on delivery to ensure there is no loss on return. All exchanges are to be returned as outlined above.
- Exchanges for non faulty items are entirely at the discretion of Equisign. If we agree an exchange please inform us in writing the reason for the exchange e.g. size, colour etc and include a cheque for the post and packing fee so we are able to send out another item.
- All faulty or damaged items are to be returned as outlined above. Please inform us in writing what the fault is and whether you require a replacement or a refund. If a refund is requested it will be credited in full including the postage costs.
- Replacement items will not be sent for exchanges or faulty/damaged goods until we have received the original returned item(s).
- We do not give refunds or exchanges on items returned after 10 days.
- Refunds will only be given for damaged or faulty goods.
- All our personalised products are specially made for you, and are therefore considered a "one off" item. These items are not refundable or exchangeable unless faulty. Please ensure that you select the correct size when ordering, by viewing the relevant size chart for the products ordered.

- We are unable to accept return of any item unless it is unused, clean and dry (Health and Safety at Work Act 1974). Please take extra care when trying on equine accessories as we cannot accept a returned accessory that is soiled after being tried on. Therefore, we suggest that equine items should be tried on top of a clean sheet or similar to avoid soiling. For international returns outside of the EU, you must clearly state your parcel is a returned item, otherwise you will have to pay for Administration costs and any customs charges that we may incur. Typically this is £8 per package, but it can be more, depending on the carrier you have used to return the item.
- If you have used any returned product you will be deemed to have accepted the goods in their condition and you will not then be eligible for a refund or an exchange.

Returns, Exchanges and Faulty/Damaged Items (Stable Signs only)

Any complaints or returns in the first instance are requested to telephone Equisign within 48 hours of receiving your sign. After this time no return, refund or replacement can be made. If a sign has a spelling error which is our fault, then a replacement will be sent free of charge. A refund or replacement will not be given on the basis of any naturally occurring feature of the sign this includes, but is not limited to knots and wood grain. This also includes any variation in letter depth/size as this is entirely due to the manufacturing process.

We will not guarantee or accept returns based on colour or finish unless either is faulty. We reserve the right to remove, amend or change any of the colours or motifs offered and will not guarantee against any difference in paint colour from different batches or from unavailability of any colour or finish in the future. Where a colour or finish becomes obsolete an alternative will be offered. After payment has been made all cancelled orders are non-refundable due to production costs.

If you wish to change an order after payment has been made, then any associated costs incurred for such changes are to be paid in addition and advance.

Before any refund or replacement is given, you must return the sign to us at your expense, for review and give your reasons for the return in writing. Please ensure that it is properly packaged and we recommend that you obtain proof of postage, ideally with a signature from us on delivery to ensure there is no loss on return. We cannot be held responsible nor refund for returned signs that are lost because of being sent without proof of posting.

Refunds for items lost in the post will not be made until the completion of claims procedure with Royal Mail. Goods will be posted Royal Mail First Class Recorded Delivery and we shall not be held responsible for any delay caused by Royal Mail or their employees or subcontractors.

All returned signs must be sent and received within 7 days of communicating your complaint. After this time no refund can be given.

All returned signs or cancelled orders remain the property of Equisign and may be offered for resale elsewhere and Equisign will retain the full purchase price of resold items. .

All photograph/images of signs displayed on the website are used for representative purposes only as each sign is individually produced and unique and as a result colours/styles may vary.

Cancelled Orders

Once payment has been received, Equisign will only refund on cancelled orders at their sole discretion. All our personalised products including signs are specially made for you, and are therefore considered a "one off" item and are non-refundable or exchangeable unless faulty. Please ensure that you select the correct size when ordering clothing or accessories, by viewing the relevant size chart for the products ordered. Any part made item remains the property of Equisign and we reserve the right to offer for sale any cancelled order item at their full resale cost and Equisign will retain the full purchase price of resold items.