

Terms & Conditions

BUSINESS TO CONSUMER – ONLINE terms and conditions between a business and consumer for the Provision of services

These terms and conditions form the basis on which you can visit us and our website. Please read them carefully as they contain important information.

General terms and conditions

This site is owned and operated by Ricamoworkwear.co.uk If you have any queries about these terms and conditions or if you have any comments or complaints on or about our website, you can contact us on info@ricamoworkwear.co.uk

1. The contract between us

We must receive payment of the whole of the price for the services that you order before your order can be accepted. Payment of the price for the services represents an offer on your part to purchase the services, which will be accepted by us only when a confirmation of acceptance is sent by us. Only at this point is a legally binding contract created between us.

2. Acknowledgement of your order

To enable us to process your order, you will need to provide us with your e-mail address. We will notify you by e-mail as soon as possible to confirm receipt of your order and to confirm details. For the avoidance of doubt, this correspondence does not constitute a contract between us.

3. Ownership of rights

All rights, including copyright, in this website are owned by or licensed to Ricamoworkwear.co.uk. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non-commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

4. Accuracy of content

We have taken care in the preparation of the content of this website, in particular to ensure that any prices quoted are correct at the time of publishing and that all services have been described accurately.

5. Damage to your computer

We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the

case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

6. Availability

The services will be provided within an agreed timescale, and time is not of the essence of the contract.

7. Ordering errors

7.1 Clothing orders

Once the purchase order has been created, you will have 24hrs to correct any errors in your order. If you do not correct the error in this timescale re-stock fees can be charged.

7.2 Vehicle Livery & Signage

Once a visual proof has been approved, and the vehicle graphics prepared and or installed, any errors noticed after proof approval, reproduction of replacement graphics will be charged for in full.

8. Price

The prices payable for services that you order are on a price on application basis. All prices are subject to VAT where applicable. Quotes are valid for 30 days from date produced in normal circumstances, but during the current financial climate we can only guarantee quotes for 5 working days.

9. Payment terms

We will take payment upon receipt of your order from your credit or debit card. We accept no liability if our services are delayed because you did not give us the correct payment details. If it is not possible to obtain full payment for the services from you, then we can refuse to process your order and/or suspend any further services. This does not affect any other rights we may have. Customers with an agreed 30 day's credit account, credit terms apply. Customers without an account are proforma, deposits may be requested prior to completion of an order.

10. Cancellation rights

10.2 The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134 do not apply if the services you have ordered are of a gambling, banking, credit, insurance, personal pension, investment or payment nature.

10.4 Should you wish to cancel your order you can notify us by email stating clearly that you wish to do so.

10.5 Your right to cancel the services will no longer apply once the services have been fully performed.

10.6 Once clothing items have been branded with your logo, we cannot accept any returns or cancellations. The items ordered will be charged for in full.

11. Cancellation by us

11.1 We reserve the right not to process your order if:

11.1.1 We have insufficient staff or resources to deliver the services you have ordered.

11.1.2 We do not provide services to your area; or

11.1.3 One or more of the services you ordered was listed at an incorrect price due to a typographical error.

11.2 If we do not process your order for the above reasons, we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit/debit card as soon as possible, but in any event within 14 days.

12. If there is a problem with the services

12.1 If you have any questions or complaints about the services, please contact us via email to info@ricamoworkwear.co.uk.

12.2 We are under a legal duty to supply services that are in conformity with this contract and in accordance with the Consumer Rights Act 2015 (the Act).

13. Liability

13.1 We are only responsible for losses that are a natural, foreseeable consequence of our breach of these terms and conditions. We do not accept liability if we are prevented or delayed from complying with our obligations set out in these terms and conditions by anything you (or anyone acting with your express or implied authority) does or fails to do or is due to events which are beyond our reasonable control.

13.2 Furthermore, we do not accept liability for any losses related to any business of yours including but not limited to: lost data, lost profits, lost revenues or business interruption.

13.3 Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

14. Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent to our contact address at info@ricamoworkwear.co.uk and all notices from us to you will be displayed on our website or social platforms from time to time.

15. Changes to legal notices

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.

16. Law, jurisdiction and language

This website, any content contained therein, and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English law. Parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales. All contracts are concluded in English.

17. Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

18. How we may use your personal information

We will only use your personal information as set out in our privacy policy: [LINK TO PRIVACY POLICY](#).

19. Third party rights

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

20. Other important terms

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may submit the dispute for online resolution to the European Commission Online Dispute Resolution platform.

Complaints procedure

1. Introduction

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

3. How you can make a complaint

You can complain by sending an email to us at info@ricamoworkwear.co.uk. Alternatively, you can telephone us on 07453970108 but please be aware we may, where appropriate, ask you to provide further details in writing.

4. How we handle complaints

A Director or Manager will initially review the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 10 working days unless we agree a different time scale with you. We have a zero tolerance to abuse policy to protect the wellbeing of our staff. If a member of staff feels like you have breached this policy, we reserve the right to escort you off the premises.

5. Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than three months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

6. If you are dissatisfied with the outcome

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director/Manager who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

7. If you are still dissatisfied at this stage

You can refer this matter to [insert details including email address] who are a certified Alternative Dispute Resolution (ADR) provider. [We are prepared to submit to an ADR procedure operated by that provider.]

(NOTE:

A list of certified providers is maintained on the CSTI (Trading Standards) website and can be found here <https://www.tradingstandards.uk/consumers/adr-approved-bodies>.

If you are a member of a professional body or association you will, in all likelihood, be obliged to submit to their if your client so desires.)