

# More Than Gifts

## TERMS AND CONDITIONS FOR PERSONALISED GOODS / SPECIAL ORDERS

These orders are classed as 'personalised goods / goods made to customer's own specification / special orders' and are therefore not bound by the UK Consumer Protection (Distance Selling) Regulations 2000.

### ORDER TERMS

The item(s) in the agreed order will be made to the customer's own specifications and/or large quantities supplied at the customer's request. It is the customer's responsibility to ensure that:

- full and precise details and information are given and confirmed (in writing/email) prior to the commencement of their order. Amendments can not be made to an order once it has been confirmed unless previously agreed;
- materials requested and used in their order are not prohibited in the destination country and the goods do not require special licenses, permits, inspections or certificates;
- any colours, designs, graphics, wording etc. supplied to More Than Gifts to complete the order do not contravene trademark or copyright laws or have an adverse impact on other companies and businesses. More Than Gifts will not be responsible and therefore not liable for damages resulting in the misuse of any advertising mediums given.

Unless previously agreed and stated on the Order Quotation / Confirmation Form, an estimated delivery time will be given based on supplier's information but can not be guaranteed due to the nature of handcrafted products and importing procedures. Should unexpected circumstances occur, (natural disaster, customs hold, or other), More Than Gifts will not be held responsible and therefore not liable for damages.

If More Than Gifts or their supplier(s) cancels the order for any reason, More Than Gifts will inform the customer and return any *refundable* monies paid.

More Than Gifts will not be responsible and therefore not liable for damages resulting from their failure to deliver or complete an order.

### RETURNS / FAULTS

Unless previously agreed and stated on the Order Quotation / Confirmation Form, returns will only be accepted if the actual item(s) is faulty. These orders are based on the customer's own requirements or large quantities purchased at their request. More Than Gifts is unable to accept returns for any other reason.

Faulty goods must be reported to More Than Gifts within 48 hours of receiving the order (email [trade@morethangifts.co.uk](mailto:trade@morethangifts.co.uk) or telephone 44 115 9746229), otherwise More Than Gifts will not be obligated to exchange or refund the order.

Please be aware that there may be slight variations to the product(s) received in size, shape, colour, as handmade goods are unique and individual and these variations will **not** be classed as faults.

### PAYMENT TERMS

These will be as agreed and specified on the customer's Order Quotation / Confirmation Form.

**Usual terms:** Manufacture of prototypes – non-refundable and payment required immediately;  
Orders – full payment required when order is placed and before production commences.

#### **Payment may be made by:**

CHAPS / Bank Transfer: Bank details will be supplied with order Invoice;  
Credit Card: Unable to accept Amex cards at present;  
Sterling cheque (UK): Order may not be actioned until cheque has cleared.

***All goods remain the property of More Than Gifts until full payment has been received and cleared.***

### SHIPPING, IMPORT DUTY, TAXES AND HANDLING CHARGES

The Order Quotation / Confirmation Form will confirm if these charges are included in the price quoted or are to be the responsibility and liability of the customer.

### ORDER AGREEMENT CONFIRMATION

The customer MUST confirm to More Than Gifts in writing or by email that they agree to these terms & conditions and wish to proceed with their order.

***Once confirmed, the order cannot be cancelled or changed and the customer will be liable for full payment.***

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Contact Details: Address: More Than Gifts, P.O. Box 8164, Nottingham, England. NG11 8WF  
Telephone: 44 115 9746229  
Email: [trade@morethangifts.co.uk](mailto:trade@morethangifts.co.uk)  
Website: [www.morethangifts.co.uk](http://www.morethangifts.co.uk)

