

August 2025

Welcome to www.bomboucheapparel.com (the "Website"). These Terms and Conditions ("Terms") govern your use of our Website, services, and any orders placed for products, including those with embroidery and heat press customization.

By accessing this Website or purchasing from Bombouche, you agree to be bound by these Terms. If you do not accept these Terms, please do not use this Website or place any orders.

1. About Us

Bombouche is a creative service offering custom apparel and goods, including embroidery and heat press decoration.

Contact Information:

Email: em@bombouche.com

Address: Bombouche Limited, Berwick Hill Dairy, Berwick St Leonard, Salisbury SP3 5GN

Company Number: 09230947 - Incorporated on 23 September 2014

2. Products and Services

We offer a range of custom products, including:

- Standard branded merchandise
- Embroidery services
- Heat press services
- Custom apparel and accessories

3. Orders & Estimates

Each order is bespoke and may be subject to individual specifications provided by you during the ordering process.

- a. Quotes are valid for 14 days from date of quotation and are subject to our acceptance on receipt
- b. All quotes are on the basis of Bombouche supplying the items to be embroidered or printed. We do not accept customer supplied items.
- c. All prices are subject to the information defined in the quotation any changes in size, type, colour or colour of logos
- d. All quotes are based on one logo or design and under 10000 stitches, any logos or design over these stitch counts may incur additional costs
- e. Once a quotation has been accepted and paid for and the logo has been digitized any change will incur a revised digitize file to be generated for which there will be an additional digitization charge
- f. All orders must be paid for in full at the time of order and the delivery schedule of 7-10 working days which starts from receipt of payment. Delays in payment will potentially delay the supply of product

- g. If you require a specific delivery date, subject to production availability we will try to accommodate, there may be an additional charge for production of items outside our normal production terms
- h. We reserve the right to decline an order if materials, designs, or specifications are inappropriate, unlawful, or impractical.

4. Customization Policy

a. Embroidery and Heat Press Orders

- All customization details (including colours, positioning, sizes, and file formats) must be provided by the customer in advance.
- We accept designs in specific file formats. Failure to provide artwork in the correct format may delay production.
- Once artwork is approved, no further changes can be made.
- Slight variations in colour or placement may occur and are considered within acceptable tolerances for handmade or heat-applied custom items.
- All artwork should be in a vector format and the colours required will need to be defined clearly to a pantone colour in the file. All colours of threads will be approximate to the colours in the design due to availability of thread colour.
- It would be beneficial to supply the artwork at the time of quotation if at all possible, which needs to be in the size and shape required; final dimensions of the artwork to be produced would be preferred to be specified by the customer
- Any special and non-standard threads required will be chargeable and this will be defined at the order stage once we have the design.
- We do not accept any customer-supplied items to be embroidered as they will most certainly not suit our machines or processes. If there is a specific garment you wish us to embroider this is done solely at the customers risk as there are situation where a garment can get spoiled during the embroidery or heat transfer process

b. Approval Process

- You will be sent a digital proof or sample for approval before full production begins.
- Approval is required in writing (email confirmation suffices).
- We are not responsible for errors in customer-provided artwork or details once approval has been given.

5. Sizing, Samples & Embellishment Limitations

- Garments are supplied in accordance with manufacturer sizing charts. These may differ from manufacturer; please check the sizing on the enquiry/quotation pages on our website www.bomboucheapparel.com. Any discrepancies in size, colour, shade or product cannot be rectified once ordered and embroidered or heat pressed. Please check these before ordering.
- Once garments have been embroidered, heat pressed, or customised, we cannot accept returns or issue refunds due to sizing issues.
- Slight movement, puckering, or distortion may occur, especially on lightweight or stretch fabrics, this is part of the process and we suggest you consider ordering a sample which is

chargeable prior to ordering a large batch. Different products finish in different ways so this is your responsibility when ordering.

- We are not liable for minor discrepancies or damage due to:
 - Fabric type or weave
 - Garment stretch/shrinkage
 - Embroidery or heat press near seams, pockets, or zips (unless pre-approved)
 - Pre-existing garment flaws.
- We offer a sample service where we have pre embroidered our samples. These can be ordered in various sizes but mainly polos, T-shirts – we do not have samples of all products. The client is responsible for purchasing these, which will be credited on return (subject to condition), and the client is responsible for the cost of carriage both ways
- If you require a specific sample of your artwork on a specific product this can be arranged, which is chargeable, however these items cannot be returned for credit
- All delivery and return costs for samples are payable by the client.

6. Orders and Payment

- Full payment is required before production commences. The 7-10 working day production timing starts after payment has been received, unless otherwise agreed in writing.
- All prices are listed in GBP and are exclusive of VAT (as applicable).
- We reserve the right to refuse or cancel any order at our sole discretion.

7. Turnaround Time

- Standard turnaround time is 7-10 business days from approval and receipt of payment.
- Rush orders may be accommodated by request and may incur additional fees.
- Delays due to shipping carriers or force majeure events are outside of our control.

8. Shipping and Delivery

- We ship domestically and internationally via trusted courier services.
- Shipping costs are calculated at checkout or included in the final quote.
- Bombouche is not liable for delays, losses, or damages incurred during shipping.
- Deliveries are made through Royal Mail, DPD or UPS and will be subject to normal courier terms and conditions. If you require your items to be insured, please enquire about this at the time of ordering or any compensation for losses during carriage will be under the terms and conditions of the courier used.

9. Returns and Refunds

Due to the custom nature of our products, **returns and refunds are only accepted if:**

- the item received is faulty or damaged upon arrival; or
- there was a production error attributable to us.

Refunds or replacements must be requested within **7 days of delivery**, with photographic evidence provided.

We do not accept returns for:

- Incorrect sizing due to customer error;
- Change of mind;
- Mistakes in artwork approved by the customer.

10. Intellectual Property

- All designs created by us remain our intellectual property unless otherwise agreed in writing.
- You must have permission to use any logos, artwork, or designs you submit to us. By uploading materials, you confirm you have all necessary rights to use them.
- Bombouche reserves the right to decline projects that infringe on copyright or are deemed inappropriate.

11. Product Photography & Promotional Use

- We may photograph your finished items for promotional purposes unless you request otherwise in writing.
- We reserve the right to photograph or video completed garments for use on our social media, website, and promotional materials.
- We will never publish personal or company-sensitive data without written permission.
- If you do not wish your items to appear in any marketing, you must inform us in writing at the time of order.

12. Limitation of Liability

- We shall not be liable for indirect, incidental, or consequential damages arising out of or in connection with the use of our services or products.
- Our liability is limited to the price of the order placed.

13. Privacy Policy

Please review our Privacy Policy for information on how we collect, use, and protect your data.

14. Governing Law

These Terms are governed by and construed in accordance with the laws of England . Disputes arising will be subject to the exclusive jurisdiction of the English courts.

15. Changes to These Terms

Bombouche reserves the right to update or modify these Terms at any time without prior notice. The latest version will always be available on the Website.

16. Contact Us

For questions about these Terms or anything else, please contact us at:

 em@bombouche.com

 www.bombouche.com