



## Kitted Out Policy

The scope of this policy is to outline the terms and conditions of purchasing customised items and personal branded items from our online store.

You benefit from a 14-day cooling period after making the order and another 14 days of cancellation rights upon receipt of the items.

If you change your mind, we charge a change of mind fee, which equates to 10% of the value of the ordered item.

If you decide to cancel your order within 72 hours of the order date, a full refund will be issued to you, and we don't require you to provide a reason.

If you decide to cancel your order after 15 days, your legal right to cancel expires. We will cancel your order, but no refund will be given to you because a business is legally obliged to recover its cost of its services, production and manufacturing.

If you receive the order and are not satisfied because the item is defective, not working, or has problems, a bad design, blurry images or pixelated, you can return the item within the legal timeframe and a full refund will be given to you. If it is a question of aesthetics, you can return your item within the timeframe, and a refund will be given to you. If the item is not what you expected, you can return the item, and a full refund will be given to you.

If you prefer an exchange, we can do so like-for-like if we have it in stock; if the item is out of stock, a refund will be issued to you, and you can select another similar item to purchase bearing similar functionality, aesthetics and usefulness.

Once you place an electronic order online, you are confirming that you agree with your purchase and have accepted the design sample offered and approved by you.

### 1. Uploading sensitive information

Once you have completed our online order form for a customised item and submitted your image and data for processing. We will send you a confirmation of receipt to the email provided. You are responsible and accountable for providing a valid email address and a legal



image not copyrighted by someone else for processing. You must ensure that your order details are accurate before submitting the form.

## 2. Delivery details

We have partnered with Printful, and they are taking care of processing and delivering the item, including seeking manufacturers to make the item requested and paid for by you on our behalf. Therefore, the packing slip, delivery details have our logo and business name, but the return address of the item is the manufacturer's address.

## 3. Order details

We are taking care of all orders placed on Kitted Out and are processing all payments for the said order. Once the payment is processed, the order is passed to Printfull for processing and delivery.

We have the inventory and will publish all stock information of the item to order. We also upload all custom-designed products by Girlfridayz available to our geographic region, which is Europe; therefore, your order can be delivered within 15 days of its ordered date, and an estimated delivery date is given to you.

But this can vary based on several factors. Express services can deliver in 1-2 days, while standard or economy services might take 3-7 days or even longer. Factors influencing delivery time: shipping method and other logistics.

But bear in mind that this estimated delivery date is not a confirmation of the exact delivery date, but a confirmation of when the Item reaches Britain.

We can view and track all orders, and on your request, we will tell you the tracking details of your order, and we can see the status of your order, including the confirmation of delivery to your address.

This allows us to respond to all queries concerning your order, and any dispute arising with the order will be dealt with in partnership with Printfull.



You can enjoy prices without added VAT at present, which is a benefit to you. We, however, have to pay VAT and shipping fees to your address by Printful; therefore, it is legal for us to incorporate this cost into the price of the item to recover our costs. Therefore, we are entitled to charge shipping and delivery fees, but we are not allowed to charge VAT on the item, as Printful is responsible for the VAT payment to the UK government.