General Terms and Conditions

Terms and Conditions

Please read the terms and conditions before using the site.

We reserve this website as a service to our customers, and by using our site, you agree to comply with and be bound by the following terms of use. Please review the following terms and conditions carefully, and check them periodically for changes. Do not use this site if you do not agree to these terms and conditions.

Acceptance of agreement

You agree to the terms and conditions outlined in this terms and conditions of use agreement with respect to our site. This agreement constitutes the entire and only agreement between you and us and supersedes all prior or contemporaneous agreements, representations, warranties and understandings with respect to the site, the content, products or services provided by or through the site, and the subject matter of this agreement. We may revise this agreement anytime and occasionally without prior notice. The latest agreement shall be seen on the website, and you should review this agreement prior to using the site.

Copyright

The Wristbands24 site contains content, organisation, graphics, design, logos, compilation, and digital conversion, which are protected under applicable copyrights, furthermore, trademarks and registered trademarks are under proprietary rights. The copying, use, or publication by you of any part of the site is strictly prohibited, except as allowed by Wristbands24. You do not take possession of ownership rights to any content, document or other materials viewed through the site. No part of this material may be used for any purpose other than personal use without prior written permission. Use for any other purpose is expressly prohibited by law and may result in civil and criminal penalties.

The non-infringement of the graphic and text materials is the responsibility of the customer who sent them. WRISTBANDS DCD Ltd. only produces the designs, and we are not bound to verify the non-infringement of the provided materials. However, our company can use the produced wristbands graphics and layouts for reference and promotions.

Usage

When you use the website, you are accountable for maintaining the confidentiality of your account and password and restricting access to your computer. You agree to accept responsibility for all activities that happen under your account or password. If you are under 18 years of age, you may use wristbands24.co.uk only under the supervision of a parent or guardian.

Use of information

We reserve the right, and you authorise us, to the use and assignment of all information regarding site uses by you and all information provided by you in any manner consistent with our privacy policy.

By placing an order, you agree to receive regular newsletters at your registered email address. Naturally, you can unsubscribe from our newsletter anytime.

Orders

If you choose bank transfer as the payment method, please note that the payment has to be credited to our account, and only then can we start production or dispatch the goods. As sometimes it can take 1-2 days, please send us proof of payment by email. Then, we can dispatch the parcel or start printing your ordered items. This can make the turnaround time shorter. Lead times on our webshop are only for your reference, therefore, the actual production and delivery turnaround time may differ. The production turnaround time depends on our current capacity. Please note placing an order online does not mean a contractual relationship. The contract becomes effective once we send you the order confirmation. (The automatic notice sent by our webshop is just for your information about the successful order, but this is still not a confirmation). We reserve the right to reject an order before confirmation without justification.

Graphics

The artworks/designs we created are the property of Wristbands DCD Ltd. These cannot be used in cooperation with other companies without our written consent. In the case of printed items, we only start production after we receive a written confirmation from the customer about the design proof.

We can only accept a complaint about the graphics if the design of the delivered items differs from the approved design proof.

Payments

If you place an order with us, you warrant that any credit card details you supply are accurate, correct and complete. Charges incurred by you will be honoured by your credit card company, and you will pay the charges incurred at the posted prices, including any shipping fees and applicable taxes.

In the case of payment via the Stripe system, if the customer files a dispute without prior consultation with Wristbands DCD Ltd, a £20 dispute fee will be charged. If the customer submits a refund request to Wristbands DCD Ltd, but Wristbands DCD Ltd fails to respond within 8 days or does not request a deferral, Wristbands DCD Ltd will not be entitled to charge a dispute fee.

Shipping

The wristbands will be delivered to the address given in the “Delivery address” field.

The delivery times stated on the website are only for your information. Wristbands DCD Ltd. does not take any responsibility for the delays caused by the delivery company. Please consider the items are produced and dispatched from the European Union. Please note that, for example, weather conditions or customs clearance since Brexit may also affect the actual delivery turnaround time. Our delivery partner only delivers packages according to its own terms and conditions. The risk of delays during delivery is on the customer's side, so the value of the order is not refundable in the event of such delays.

Upon submitting your order, the system will automatically send you a notification containing the package number, which will enable you to track your parcel. Should any issues arise during the delivery process, it is the customer's duty and responsibility to establish contact with the designated courier company and provide them with the necessary delivery-related information and additional data. Please be advised that we are unable to contact the courier company due to the fact that it is the customer's responsibility to ensure that the provided address allows for unambiguous identification of the recipient and location by the courier. Furthermore, we are not privy to the local circumstances that may aid in this identification process. If the courier company is unable to clearly identify the recipient and address based on the provided data, or if there are any uncertainties, they will dispatch a notification to the recipient in order to seek clarification. Naturally, should such a situation arise, we will promptly notify the customer as well, requesting them to establish contact with the courier service.

If the products that you ordered are not in stock, the turnaround time will be longer, but it cannot exceed 30 working days. If you have already paid for the goods in advance and any problem occurs during the order process that we cannot solve in time, we will refund your payment.

Where next-day delivery is unavailable with express service, Express delivery takes at least two working days, and Standard delivery takes at least three working days.

Please note that deliveries outside of the UK may be longer. The shipping parity of orders delivered outside of the UK is DAP. Therefore, local customs taxes and VAT may be applied upon delivery.

For more information, please visit the "Shipping" menu point.

Quotations

Our quotes sent via email are valid for 10 days or until the date specified in the quote.

Cancel an order

For the cancellation of an order, our written permission is necessary.

Postponement of an order may only be possible if this delay will not cause any material harm to Wristbands DCD Limited. The postponement can only be validated with our written consent.

In the case of customised wristbands, lanyards and other items, we can only cancel the order before the start of production.

In the case of plain wristbands, lanyards and other items, we can only cancel the order before the package is handed over to the delivery company.

Please contact us by email or phone if you decide to cancel your order.

Returning of goods

If you found damaged goods when you first checked your package, you can send those back within 14 days. The returned package must contain a copy of your invoice and a written description of the detected faults/injuries. The goods can be returned at the customer's own expense.

The products cannot be returned without our prior written consent.

Fraud

By becoming a member, you confirm that the information provided in this form is true and that you agree to abide by the terms and conditions of use of this site. Please note that your membership can be cancelled without notice if it is determined that false or misleading information has been provided, the terms and conditions of use have been violated, or other abuses have. If membership has been revoked, reserves the right to refuse application or readmission to the membership program.

The texts and pictures which can be found on the page are under copyright. It is prohited to announce them in any kind of medium, in original, rewritten form or to radiate, to pass on and to store partly or in whole on a computer – except personal and non-commercial use.