

**Workwear / PPE Department**

**Terms of Business – Clarification from standards T&C**

Goods ordered are at the sole liability of the customer.

**Payment terms:**

Strict 30 days from date of invoice or as listed on each invoice received where payment is required prior to these terms.

**Defect Goods:**

Defects received damaged or incorrectly received goods must be informed to Lloyd Morgan Group within 1 day of receipt via email to [workwear@lloydmorgan.co.uk](mailto:workwear@lloydmorgan.co.uk).

Lloyd Morgan Group take no responsibility for incorrectly ordered goods by the client.

At the discretion of Lloyd Morgan Group, incorrectly ordered / goods no longer required and informed within 1 day of receipt, may be returned but will be subject to a restock charge of 25%. This is not applicable to all products and will be approved on a case by case basis at the discretion of Lloyd Morgan Group.

Continuing to Use Lloyd Morgan Group for these services confirms you acknowledgment of these T&C's

**Incorrectly ordered goods by Customer:**

All goods ordered by the customer are at the responsibility of the customer to ensure that is the product they require, as once ordered all liability for incorrect goods remains with the customer.

Goods returned that are not defective will be liable up to a 25% restock charge and all shipping fees will still be charged to the customer. Return postage of wrongly ordered goods will be at the liability of the customer.

Where the customer changes their mind about an order, once the order is placed on the LMG order system that order will still be processed and full charges apply. The order is not yet processed, LMG will honour the cancellation without any charges applying. Where the customer refuses to receive an order at the point of delivery, unless clearly defective through carriage, at which Point the defect goods terms above need to be followed, full charges will still apply for the goods ordered and carriage.

**Design approval:**

Logo and design approval will be at the request of the customer and will be liable to a creation charge.

Designs will be created as requested.

Proofs will usually be provided. Where a proof of design hasn't been provided and the customer confirms the ordered to go ahead, the customer takes sole responsibility of the design and all charges from this point apply, even if the design proves to be not to the satisfaction of the customer.

**Postage:**

Postage charges will apply for goods ordered under your agreed fee or £200 net if an agreed order fee has not been confirmed in writing with you.

**By using our services, then you are deemed to accept our terms of business and agree that you will be legally bound by the definitions, terms and conditions therein.**

**Links to these and our main business T&C and posted on our website which is freely available to view with an internet connection.**

**All original source correspondence made by LMG has a clear path to our T&C's listed in our email footers**