

Official Terms and Conditions for White Wolfe Martial Arts®

General

1. We do not accept liability for damage or injury through misuse of products purchased.
2. The title in all goods will remain the property of White Wolfe Martial Arts until such time as payment is received in full.
3. Goods are subject to availability. We reserve the right to alter specifications and/or products without notification.
4. Designs and colour schemes may vary due to the manufacture and/or dye process of some items from time to time.
5. Prices are subject to alteration without prior notice.
6. Customers should be aware that we do not operate on a sale or return basis. This does not affect your statutory rights.
7. Please consult our website for full item descriptions. White Wolfe Martial Arts will not be held responsible for goods incorrectly ordered.
8. Where, in spite of its reasonable efforts, White Wolfe Martial Arts is unable to perform an obligation due to circumstances beyond its reasonable control, it shall not be deemed to be in breach of its contract with the customer.
9. White Wolfe Martial Arts reserves the right to not publish product reviews if the content is deemed inaccurate.
10. These terms and conditions will be stored. You may store the terms and conditions and readily look them up. The details about your recent orders can be found in your customer login. We keep this data in confidence according to our privacy policy.
11. White Wolfe Martial Art's images may not be used without our express written consent.
12. White Wolfe Martial Arts is a registered trademark and any unauthorised use of our name, logo or image is breaking the law.
13. Please note that not all of these terms will be applicable to business agreements.

Ordering

1. Back ordered goods will be despatched as soon as possible and will not incur additional postal charges as long as the delivery is within 2 weeks of the original order. After that time, the order will be classed as a new order and delivery will be charged accordingly.
2. The retail customer will be entitled to a cooling off period of 7 working days after having received the goods or at any time prior to receiving goods. The cancellation should be notified in writing (this includes letters or email). The cost of returning the product unless faulty, defective or not fit for its purpose will be at the customer's expense.
3. Please note that our postage costs are based on the individual item purchased and are estimated by weight and are subject to change at any time without prior notice. If the item is advertised on our website as free delivery then this will be the case for the advertised time only and are subject to change at any time without prior notice.
4. If the item being ordered is a customisable made to order product then it is up to the consumer to provide accurate information.

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Delivery

1. Customers are required to notify us within two working days of any shortages or damages to their deliveries. Any notifications after this time cannot be dealt with as insufficient time will be afforded to us to investigate the claim. Any customer requesting goods to be left safe, are accepting full liability, therefore the cost of goods and any claim cannot be brought to White Wolfe Martial Arts for missing or partially delivered items.

2. Where parcels are delivered by courier, if the outer packaging is visibly damaged, the customer is requested to sign for the goods stating that the parcel was damaged. This will not affect customers statutory rights to a reasonable opportunity to examine the goods contained. If the customer notices damage upon delivery, they should where possible, write this on the delivery sheet.

3. Refusal of goods at the time of delivery will result in full postal charges being incurred by the customer, this includes sending back to source.

4. Investigation of missing or delayed parcels will be pursued through normal channels before compensation is considered. We aim to resolve postal issues as soon as possible.

5. Please note that courier charges may be applicable where customers require goods to be re-directed to an alternate address or where a further delivery attempt has to be made by the courier when the customer has been unavailable to accept the goods.

6. If a card has been left at a delivery premises, failure to act upon the card will result in a re-delivery charge (where applicable).

7. Please make sure you have read and agreed to Royal Mail and their terms and conditions concerning delivery promises and insurance allowances. Visit the Royal Mail website for more information. <https://www.royalmail.com/terms-and-conditions>

Returns

1. Please note Custom made or personalised items cannot be exchanged or refunded unless faulty.

2. In the unlikely event of a faulty item, we can either exchange the product for you or we can refund the total amount of the transaction, only after receiving the faulty item as proof. No items will be exchanged or refunded under any circumstance until we have received the faulty item. This must be within 28 days of purchase and in original packaging and condition.

3. Unwanted items must be returned with all packaging complete, including tags and outer packaging. If the returned item is not in re-sellable condition, it will not be accepted for exchange unless faulty.

4. We can only refund in the method that you paid for your order; e.g. if you pay using Credit Card, we cannot refund you by Cash.

5. Buying the wrong size of an item does not qualify you for a refund. You can however, subject to availability, exchange your item for a different size (subject to availability), unless your item is custom made or personalised.

6. For hygiene reason we cannot accept the return of any gum shields unless the item is defective. This does not affect your statutory rights.

7. You have 28 days from receiving your order to state that there is a fault with your item.

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Complaints

1.If you have any complaints about the service provided or the products purchased, please contact us via email at thewhitewolfe@outlook.com where we will deal with your complaint or queries as quickly and as efficiently as possible.

2.Should the Company be delayed, hindered or otherwise prevented from complying with these terms and conditions by reason of events or circumstances beyond the reasonable control of the Company, including but not limited to acts of God, natural disasters, fire, food, explosions, earthquakes, accident, civil unrest, any act of the Government of the Customer or the Company, war, insurrection, embargo, actions of the other party, riots, or strikes affecting the Customer or the Company, then the Company shall not be liable to the Customer for any loss or damage which may be suffered by the Customer whether as a direct or indirect result of any such occurrences.

Privacy Policy

1.Under no circumstances does White Wolfe Martial Arts disclose any of its customers' details to any third party. Customer details are only used to take and fulfil customer orders, administer and enhance the site and service, and we only disclose information to third parties for goods delivery purposes.

2.In relation to the website: www.whitewolfe.ninja
We are committed to protect any information given to us by our customers under the UK Data Protection Act 1998: eg:Your Name, Address, Phone Numbers (including Mobiles) Credit/Debit Card details.

3.The Site uses a security system that protects information you have given us from unauthorised usage.However, data transmissions over the internet can not be guaranteed to be 100% secure.

4.White Wolfe Martial Arts cannot ensure or warrant the security of any information you have provided to us and you can do so at your own risk.

5.White Wolfe Martial Arts will not distribute or disclose information about you as an individual or your personal usage of the site without your consent or unless required or permitted to do so by law.

6.If any of the information you provide on the form you complete when ordering a product from the site or subscribing to the service available changes, please notify us at the Contact e-mail address. We may occasionally modify this Privacy Statement, such variations becoming effective immediately upon posting to the Site and by continuing to use the site, you will be deemed to accept any such variations.