

## **NBOC Online Shop – Shopping, Delivery & Refund Policy**

**Please read this Policy carefully before placing an order, it applies to all purchases made from our Shop.**

### **1. About the Club Shop**

The NBOC Online Shop sells bespoke Club merchandise manufactured for us by a print-on-demand (POD) service. All items must be paid for in advance and are then specifically made to order by our supplier.

### **2. Made-to-Order & Distance Selling Regulations**

Under the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, goods that are made to the customer's specifications or clearly personalised are exempt from the standard 14-day cancellation ("cooling-off") period.

All items sold in the Club Shop are POD therefore we do not accept returns or cancellations due to change of mind, incorrect sizing, or personal preference once an order has been placed.

### **3. Ordering & Product Information**

Please ensure you check product descriptions, size guides, colours and designs carefully before placing your order. By placing an order, you confirm that you have reviewed this information and that the products are suitable for your needs.

### **4. Delivery**

Orders are dispatched using Royal Mail 48 Tracked. Delivery times are estimates and may vary, particularly during busy periods.

Responsibility for the goods remains with NBOC until delivery is confirmed to the address provided at checkout.

### **5. Incorrect Address Provided**

Customers are responsible for providing accurate and complete delivery information. If an item is delivered to the address supplied at checkout, we are unable to offer a refund or replacement for non-receipt caused by an incorrect or incomplete address.

If an item is returned to us due to an address error, redelivery can be arranged at the customer's cost.

### **6. Loss or Damage in Transit**

If your item is lost or arrives damaged, please contact us within 7 days of receipt (or expected delivery date) with your order number and photographic evidence where applicable. We will arrange a replacement or refund at no additional cost.

### **7. Faulty or Incorrect Items**

If you receive the wrong item, or an item that is faulty or has a printing defect, please notify us within 7 days of receipt with clear photographs. We will arrange a replacement or refund in line with your statutory rights under the Consumer Rights Act 2015.

### **8. Size, Colour & Appearance**

We cannot offer refunds or exchanges for items ordered in an incorrect size or where colour or appearance differs slightly due to screen display variations, provided the item matches the description shown on our website.

### **9. Refunds**

Approved refunds will be processed to the original payment method. Refunds are only issued where items are faulty, incorrect or lost in transit as outlined above.

### **10. Contact Us**

For any questions about your order, delivery, or this policy, please contact us at: [NBOCmembership@gmail.com](mailto:NBOCmembership@gmail.com)