

Terms & Conditions

Basic Terms & Conditions

1. These terms and conditions are unless otherwise agreed deemed to apply to all orders and contract arrangements entered into between Becks Custom Design ("BCD") and the customer including repeat or fresh orders from the customer.
2. BCD agrees to carry out the requirements of the customer in accordance with the specifications supplied by the customer to BCD and recorded in writing between the parties.
3. Unless otherwise agreed, payment of a 50% deposit shall be made when the order is placed and customisation of the goods shall not be commenced until the 50% deposit is received. Payment of the balance shall be due on delivery of the goods and if payment has not been made by the last day of the month following delivery then interest shall accrue thereon at the rate of 8% per annum from the date of invoice.
4. Title or ownership in the goods supplied by BCD to the customer shall not pass to the customer until such time as full payment has been made, full payment being the receipt of cleared funds in respect of the whole order relating to the goods supplied.
5. In the event of the customer wishing to change the design, artwork, or another aspect of the order such a request must be given by the customer to BCD in writing. BCD will use its best endeavors to make the changes in accordance with this request but must reserve the right to charge the customer the additional cost of any such changes arising out of this request and will notify the customer of the costs of such changes at the time of the request. BCD also reserves the right to amend the initial delivery time frame should any changes to an order be required.
6. BCD points out that whether it accepts a return of goods is entirely at its own discretion excepting where the return of goods is as a result of the failure on the part of BCD to supply the relevant goods in accordance with the order. Goods cannot be returned if individual design work has been effected on such goods and/or the customer has used the goods and/or itself added the design work.
7. For the avoidance of doubt if there should be any dispute under these terms and conditions or the contract between BCD and the customer then such dispute shall be dealt with under English law.

8. BCD reserves the right to cancel or refuse any order placed online or over the phone.
9. These terms and conditions do not in any way remove, restrict, hinder or take away from the customer any of their statutory rights.
10. Discount code usage is applied at the sole discretion of BCD.
11. BCD withhold the right to refuse orders, at their sole discretion, for (but not limited to):
 - a. Offensive words and slogans
 - b. Offensive graphics and icons
 - c. copyrighted material
 - d. copyrighted images or phrases

Delivery

1. All goods are offered subject to availability.
2. Delivery of goods will be deemed to take place at the Purchaser's premises unless otherwise agreed.
3. Every effort will be made to deliver goods on time but no responsibility can be accepted for late or non-delivery.
4. All shortages, damage, production errors, or non-delivery of goods must be notified to us by telephone within 48-hours and confirmed in writing within 3 working days of dispatch.
5. BCD holds no responsibility for items that may be damaged or lost when the customer has requested goods to be left in specific collection locations by DPD e.g. Behind bin.
6. Claims for shortages or non-delivery must be supported by the courier's POD and a delivery note in which the goods have been signed as unchecked, short or damaged as appropriate.
7. By arrangement all deliveries should be carefully checked-in to ensure correct garments are delivered as no responsibility can be accepted thereafter for none or short deliveries.
8. Any damaged parcels should be checked in front of the courier's delivery person and signed for accordingly.