

Terms & Conditions / Policies

1. General Information & Scope

These Terms and Conditions (“Terms”) apply to all products and services provided by **Loom and Loop (“The Company”)**, a custom embroidery business based in the **United Kingdom**. By placing an order with Loom and Loop, you (“the Customer”) agree to be bound by these Terms.

Loom and Loop specialises in the creation of **custom embroidered items**, designed and made to the Customer’s specifications. Orders can be placed **by phone or via email**, and each order is processed individually according to the details agreed upon between Loom and Loop and the Customer.

These Terms set out the rights and obligations of both Loom and Loop and the Customer and are intended to ensure clarity and fairness throughout the ordering process.

2. Orders & Custom Work

All orders placed with **Loom and Loop** are treated as **custom commissions**, created to the Customer’s specific requirements.

2.1 Order Process

Orders may be placed by phone or via email. Once the order details have been confirmed, Loom and Loop will provide an estimated completion timeframe, typically **7-10 business days** following design image approval and depending on order size and design complexity.

2.2 Order Confirmation

The Company will send Order Confirmation by email to the customer. Once the customer has approved the design image it will be assumed that the customer accepts the order and the terms and conditions of the company.

2.3 Payment

Payment is required **in advance** and before production begins. In some cases, Loom and Loop may accept a **deposit** of not less than 50% of the order value with the balance due before collection or dispatch of the finished item(s). A ProForma Invoice will be provided only on request. A full sales invoice will be issued on despatch.

2.4 Design Image Approval

We (The Company) will send to you an email that will contain the detailed image of the design that when approved by you will be used in the production of your order.

Customers are responsible for reviewing the design image carefully to ensure all details (including spelling, colours, and positioning) are correct. Once approved, the design image will be used in the production of the customer's order.

2.5 Design Changes

Customers may request changes after receiving the sample image, prior to final approval for production. Once the design is approved, no further changes can be made, and Loom and Loop cannot accept responsibility for any errors noticed after production has started.

2.6 Bulk and Custom Orders

Loom and Loop welcomes both individual and bulk orders. For bulk or business orders, specific pricing, lead times, and terms will be confirmed in writing before work begins.

3. Pricing & Payment Terms

3.1 Pricing

All prices quoted by **Loom and Loop** are stated in **Pounds Sterling (GBP)**. Loom and Loop is **not VAT registered**, and therefore no VAT will be added to invoices. Prices are subject to change at any time, but confirmed orders and valid quotes will not be affected.

3.2 Quotations and Validity

Quotations are valid for a period of **21 days** from the date of issue. If an order is not confirmed and payment (or deposit) made within this period, the quote may be subject to review and price adjustment.

3.3 Payment Methods

Loom and Loop accept payment via **Apple Pay, Google Pay, Visa, and Mastercard**, or **cash** for orders placed. Payment details also appear on Pro-Forma Invoices.

3.4 Deposits and Production Commencement

Orders will not be produced until full payment or a deposit of not less than 50% of the order value has been received. Any unpaid invoices will result in the order being cancelled after seven (7) days from the order date.

3.5 Additional Fees

A **base setup fee of £15 per image digitisation** applies to all new embroidery designs that require conversion for production. This fee is non-refundable once digitisation work has begun. Postage and delivery charges may apply depending on the size, weight, and destination of the order. Customers will be advised of these charges before confirming their order and details of these costs will appear on the final order.

4. Shipping & Delivery

4.1 Delivery Area

Loom and Loop currently offers delivery **within the United Kingdom only**.

4.2 Delivery Methods

Orders are dispatched using **Royal Mail tracked services**, with the following options available:

- **Tracked 48**
- **Tracked 24**
- **Tracked Special Delivery (1pm guaranteed)**

Customers may also **collect their order in person** by prior arrangement. Collection availability will be confirmed at the time of ordering.

4.3 Dispatch Times

Orders are dispatched **on the day of completion or the following working day**, unless otherwise stated. Customers will receive confirmation once their order has been sent, including tracking information where applicable.

4.4 Responsibility for Delivery

Until the delivery arrives **Loom and loop is responsible for the shipping of your package** and will fix any shipping errors. If your product arrives **damaged** Loom and loop are responsible for contacting couriers to resolve any issues and provide a replacement.

4.5 Delivery Address

Customers are responsible for providing a **correct and complete delivery address**. Loom and Loop cannot be held liable for any delays or non-delivery resulting from incorrect address details supplied by the Customer.

5. Returns, Refunds & Cancellations

5.1 Custom Orders

Due to the personalised nature of custom embroidery, **returns and refunds are only available if the product is faulty or incorrect**. Each item is made specifically to the Customer's request and cannot be resold.

5.2 Faulty or Incorrect Items

An item will be considered faulty or incorrect if it meets any of the following conditions:

- The clothing or material arrives **ripped or of poor quality**
- The **wrong size, logo, or colour** has been supplied
- The embroidery has been **incorrectly produced** compared to the approved design

Any other issue will be dealt with on a case-by-case basis and at the sole discretion of Loom and Loop, and refunds or replacements may be offered **at the discretion of the business**. Proof of fault, including **clear photographic evidence** may be required and be provided before any refund or replacement is approved.

5.3 Reporting a Problem

Customers must notify Loom and Loop of any issues **within two (2) Business days of receiving their order**. After this period, the order will be deemed accepted and complete.

5.4 Refunds and Replacements

Where a product is found to be faulty or incorrect, customers will be offered the choice of a **refund or replacement**. Refunds will be issued using the same payment method originally used.

5.5 Cancellations

Orders may be cancelled **only before production has begun**. Once work has started, deposits including digitisation fees are **non-refundable**. If an order is cancelled after production has begun, Loom and Loop reserve the right to retain payment for any costs incurred.

5.6 Non-Custom Items

For non-custom or pre-made items, standard returns are accepted in line with UK consumer regulations. Customers must contact Loom and Loop within **14 days** of receiving their item to arrange a return, provided the item is unused and in its original condition.

6. Liability & Quality Assurance

6.1 Quality Assurance

Loom and Loop take great pride in the quality of its embroidery and craftsmanship. All products are created with care and attention to detail, and under normal use, **embroidery should not come undone or deteriorate prematurely**. Each item is inspected before dispatch to ensure it meets the business's quality standards.

6.2 Care Instructions

As each product may require different care methods depending on the materials used, **washing and care instructions can be provided on request**. Customers are strongly advised to follow these instructions carefully to maintain the quality and longevity of their embroidered items.

6.3 Misuse and Damage

Loom and Loop **does not accept responsibility** for damage or defects caused by **misuse, improper washing, or general wear and tear** once the product has been received. This includes shrinkage, colour fading, fabric damage, or thread pulling resulting from washing or handling outside the recommended guidelines.

6.4 Warranty and Limitation of Liability

While **no formal warranty** is offered, Loom and Loop assure customers that all products are made to a high standard of quality.

To the fullest extent permitted by law, Loom and Loop shall not be liable for any **indirect, incidental, or consequential loss** arising from the supply or use of its products, including but not limited to loss of profit, business, or goodwill.

7. Privacy & Data Protection

7.1 Information Collected

Loom and Loop may collect certain personal information from customers in order to process and fulfil orders. This information can include the customer's **name, address, phone number, and email address**.

All card payments are securely processed through **Square**, an external payment processor. Loom and Loop **does not have access to, store, or view** any payment card details at any time.

7.2 Use of Personal Information

Customer information is used solely for the purpose of:

- Fulfilling and delivering orders
- Contacting customers regarding their purchases
- Managing future or repeat orders upon request

Loom and Loop does **not use customer information for marketing purposes**, and customers will **not receive promotional messages** unless you have elected to do so or have specifically requested it in writing.

7.3 Data Sharing

Loom and Loop **does not share customer data with any third parties**, except where necessary for fulfilling an order (for example, providing an address to Royal Mail for delivery).

7.4 Data Retention

Customer information may be securely stored for the purpose of managing repeat orders. Any personal data will be retained only for as long as necessary to fulfil these purposes and will be deleted upon request.

7.5 Customer Rights

In accordance with UK data protection laws (including the **UK General Data Protection Regulation - GDPR**), customers have the right to:

- Request a copy of the information held about them
- Request correction or deletion of their personal data

Customers wishing to exercise these rights may contact Loom and Loop via **email at sales@loomandloop.co.uk** or **phone at 0330 133 9164**.

8. Contact Details & Governing Law

For any questions, concerns, or order-related enquiries, customers can contact Loom and Loop via:

- **Email:** sales@loomandloop.co.uk
- **Phone:** 0330 133 9164

Loom and Loop do not operate from a public business address, as all work is carried out from a private studio. Visits or collections are by prior arrangement only.

These Terms and Conditions, and any disputes arising from them or from any orders placed with Loom and Loop, are governed by and construed in accordance with the **laws of England and Wales**. By placing an order, the Customer agrees to submit to the **exclusive jurisdiction of the English courts**.