

Terms and Conditions of Sale

My Club Europe PLC

Last updated: 10th November 2025

1. Overview

These Terms and Conditions govern the sale of bespoke, custom-made apparel by My Club Europe PLC (“the Company”) to customers in the United Kingdom. All products are made to order according to customer specifications. Once confirmed, orders cannot be cancelled or refunded, except in cases of manufacturing fault or statutory defect.

2. Company Information

Registered Name: My Club Europe PLC

Company No: 12087282

Registered Office: 2 Oxted Chambers, 185–187 Station Road East, Oxted, England, RH8 0QN

VAT No: 352 3024 39

Email: customerservices@myclubgroup.com

Telephone: 01883 772929

3. Order Process

Orders are initiated through the Company’s website, enquiry form, or kit builder tool. Customers review and approve a final CAD drawing before production begins. A non-refundable full payment is required before production commences. The order becomes legally binding once the Company issues written confirmation. The balance payment must be cleared in full before dispatch.

4. Pricing and Payment

Prices include standard sublimation design, names, numbers, sponsor logos and badges. Extras such as embroidery or special finishes may incur additional costs, agreed before production. Payment is accepted via bank transfer or card. Orders will not be released until full payment has cleared.

5. Production and Delivery

Standard lead time: 5–6 weeks from final CAD approval and deposit payment. Orders placed for events in under five weeks are accepted on a best-endeavours basis only — there are no guarantees of delivery for specific event dates. The Company is not liable for delays caused by couriers, customs, weather, or other factors beyond its control. Any missing items must be reported within 14 days of delivery for free replacement.

6. Product Information

Samples are representative only; small variations in colour, fabric or finish may occur. The Company may substitute materials of equivalent quality where necessary. Garments must be washed and cared for per the label instructions. Incorrect washing may void any claim.

7. Sizing and Fit

Customers are responsible for selecting correct sizes using the Company's published size guides. Incorrect size choice by the customer is not a manufacturing fault. The Company will not remake garments that are within accepted manufacturing tolerances.

8. Returns and Faulty Goods

Orders for custom-made or personalised goods cannot be cancelled or returned under the Consumer Contracts Regulations 2013 (Reg 28(1)(b)). Under the Consumer Rights Act 2015, goods must be as described, fit for purpose, and of satisfactory quality.

Fault claim timeframes: 0–30 days: full refund if faulty; 30 days–6 months: one opportunity for repair or replacement before refund; 6 months–6 years: customer must show the fault existed at delivery.

Faults must be reported within 30 days of receipt. Photographic evidence or return of the garment may be required. Assessment results will be communicated within 7 working days of receipt.

If the fault lies with the Company, the item will be repaired or replaced free of charge. If the fault is disputed or results from customer error, the Company may offer a discretionary discount or partial refund. Approved refunds will be processed within 14 days.

9. Exchanges

Exchanges are not permitted due to the bespoke nature of the products. If an error is confirmed to be the Company's fault, the item will be replaced free of charge.

10. Re-Orders and Top-Ups

Repeat orders are subject to the same terms, lead times, and pricing structure as the original order.

11. Intellectual Property

All designs, CADs, and artwork created by the Company remain the property of My Club Europe PLC. Customers confirm they have full rights to use any logos or images supplied and agree to indemnify the Company against any third-party claims. The Company may use images of finished garments for marketing unless the customer requests otherwise in writing before production.

12. Limitation of Liability

The Company is not liable for delays or failures caused by factors beyond its control. Nothing in these Terms excludes liability for death, personal injury, or fraud. Maximum liability is limited to the amount paid for the product in question.

13. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

14. Updates to Terms

The Company may update these Terms periodically. The version in force at the time of order confirmation will apply to that contract. Customers are encouraged to save or print a copy for their records.