

REOUTFITTED - Terms and Conditions

Business Address:

Reoutfitted
Office 102166
PO Box 6945
London, W1A 6US

REOUTFITTED provides sustainable fashion services including upcycling of old clothing and fabrics, clothing alterations, and bespoke sewing services ("Services"). By accessing or using our services, you agree to the following Terms and Conditions.

1. Our Services

REOUTFITTED offers the following services:

- Upcycling pre-owned or vintage clothing/fabrics into new or altered garments
- Clothing alterations (hemming, resizing, repairs, etc.)
- Bespoke and custom sewing services

We reserve the right to modify or discontinue any service at any time without notice.

2. Customer Responsibilities

By submitting garments or fabrics for any service, you confirm:

- You own the items or have permission to alter them.
 - The items are clean and free from infestations or hazardous materials.
 - You understand that upcycling and alterations are creative processes and final outcomes may differ slightly from expectations.
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3. Orders and Custom Work

All custom or bespoke services are final and non-refundable. We will provide you with a written or digital estimate, including timelines and costs. Once you approve, this forms a binding agreement for the work.

4. Pricing and Payment

- Prices vary depending on the complexity of the work.
 - A non-refundable deposit may be required before work begins.
 - Full payment must be received before finished goods are returned or collected.
 - Payments can be made via [insert accepted payment methods, e.g., bank transfer, card, etc.].
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5. Turnaround Times

Estimated completion dates are provided at the time of order. While we aim to meet these timelines, delays may occur due to the bespoke nature of our work. We will communicate promptly about any changes.

6. Returns and Refunds

Due to the nature of our services:

- Custom, upcycled, and altered garments are **non-returnable** and **non-refundable**.
 - If a fault occurs due to our workmanship within 14 days of delivery, we will offer a free repair.
 - No refunds are offered for damage due to customer misuse, incorrect measurements, or wear and tear.
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7. Garment Risk and Liability

REOUTFITTED is not liable for:

- Loss or damage to garments caused by inherent weaknesses or age of fabric.
- Issues resulting from inaccurate measurements provided by the customer.
- Any sentimental or replacement value of the original garment.

We take reasonable care, but we recommend not sending irreplaceable or high-value items.

8. Intellectual Property

All original designs created by REOUTFITTED remain our intellectual property. You may not copy or reproduce our designs without written permission.

9. Privacy

We respect your privacy. Any personal data collected (e.g., name, contact info) is used only for the purpose of fulfilling your orders and maintaining communication. We do not share or sell your data to third parties.

(Refer to our full **Privacy Policy** for more details.)

10. Right to Refuse Service

We reserve the right to refuse any item or customer order that we believe:

- Violates safety, hygiene, or legal standards
 - Is inappropriate or unfeasible for our services
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11. Governing Law

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

12. Contact

For any questions or concerns about these Terms, please contact:

REOUTFITTED

Office 102166

PO Box 6945

London, W1A 6US

Email: hello@reoutfitted.co.uk