

## Garment Policy

### **Football Shirts, Tracksuits, Sweatshirts, T-Shirts, Shorts, Socks:**

All garments that have been custom printed must be washed inside out and washed at no more than 30°C regardless of the washing instructions of the garment itself.

- careful adherence to the garment instructions will minimise likelihood of staining
- avoid leaving kit folded or bundled together whilst damp or soiled after use
- garments may discolour due to staining by substances such as mud, grass, petroleum jelly which may not entirely be removed by washing
- soaking garments in lukewarm water and detergent (approx. 2 hours) as soon as possible after use can reduce discolouration
- the use of pre-wash soakers will assist in the removal of stains, particularly with white kits
- use at least an equal amount of water by volume to that of the garment being soaked or washed
- utilise the pre-wash programme on automatic washing machines
- do not overload the washing machine
- wash dark colours separately in low temperatures no more than 30°C
- rinse thoroughly, hang to dry, cold iron
- do not bleach or use aggressive agents i.e., fabric conditioner/softener, do not iron custom printing
- do not use fabric conditioner on garments

### **Rain Jacket, Waterproof Garment Care:**

Please note that rain jackets that have been custom printed must only be hand washed at a cold temperature.

- wipe clean with a damp cloth, or cold wash, turning garment inside out
- do not bleach
- do not tumble dry
- do not iron motifs
- do not fold damp
- do not use fabric conditioner or detergent on garments

Greatly Nurtured Development Group Ltd does not take any responsibility for damage to garments or custom printing if the above instructions/guidance is not adhered to.

If you are unsure about any of the above, please contact us for clarification.

### **Placing Orders**

1. All orders placed with Greatly Nurtured Development must be sent by our website online quotation system or email. We do not take verbal orders over the telephone unless both parties are in agreement.
2. All requirements for custom printing and embroidery (i.e., players initials, squad numbers, shirt numbers, sponsor logos, badges and any other printing requests) must be emailed, or posted by the customer.
3. Custom printing details will not be taken verbally unless agreed by both parties in writing.
4. Greatly Nurtured Development sales members are instructed not to take telephone orders or customisation details at any point. All contact should be made via email for traceability for both parties.

### Payment

1. On placing an order, you agree to make a payment to Greatly Nurtured Development Group Limited for the goods being supplied.
2. By making payment to Greatly Nurtured Development Group Limited, you are agreeing to our full terms and conditions.
3. Payment for all orders placed with Greatly Nurtured Development Group Limited will need to be received before Greatly Nurtured Development Group Limited process the order. Payment can be made by on-line using the website payment system. Debit card, credit card and PayPal are accepted as means of payment.
4. Deliveries will only be made to the cardholder's address unless agreed by Greatly Nurtured Development Group Limited.
5. Credit/debit card payment declined transactions will result in the money being held by your bank. Greatly Nurtured Development Group Limited will tell you the transaction was declined, and your bank is telling you it has been approved. In this case, your bank approved the transaction Greatly Nurtured Development Group Limited merchant's payment gateway declined the transaction so the entire transaction is declined even though your bank approved it. Greatly Nurtured Development Group Limited merchant's payment gateway has security settings which may have triggered a decline such as address and postcode code verification. It is the way the banks operate, so it's not your fault nor the fault of Greatly Nurtured Development Group Limited. Greatly Nurtured Development Group Limited cannot remove the charge since it was never approved at our end, so please do not ask Greatly Nurtured Development Group Limited to remove this charge. The charge will be on "pending" state, and the money will never be taken out of your credit card account but the reserve will be put aside so it will reduce your credit limit until the transaction clears on its own within 2-5 business days. The bank may say "ask Greatly Nurtured Development Group Limited to call in to cancel this transaction", but Greatly Nurtured Development Group Limited cannot call in on your behalf as the credit card companies will not share account information with non-account holders such as Greatly Nurtured Development Group Limited.

### Deliveries

1. All purchases from Greatly Nurtured Development Group Limited are dispatched by specified Couriers, a signature is required for Proof of Delivery (POD) upon delivery to the address given by the purchaser when placing the order.
2. Deliveries that have been unsuccessful by our couriers may be subject to a further (standard) delivery charge if orders are not signed for after two attempted deliveries.
3. Recorded deliveries returned to Greatly Nurtured Development Group Limited will also be subject to a further (standard) delivery charge.
4. All goods remain the property of Greatly Nurtured Development Group Limited until delivery/signing of the order and full payment has been made.
5. Damaged cartons delivered must be signed for by the purchaser as 'RECEIVED DAMAGED' and the purchaser must inform the courier driver that they have done so, all damaged deliveries must be reported to Greatly Nurtured Development Group Limited within 24 hours of delivery. Greatly Nurtured Development Group Limited only deliver garments to UK mainland addresses. This does not include Northern Ireland or Republic of Ireland.
6. If you believe there to be a shortage in your delivery or incorrect items sent, please notify us within 2 working days of receiving your delivery.
7. All of Greatly Nurtured Development Group Limited orders shipped from our premises are communicated via SMS text and email. Greatly Nurtured Development Group Limited require notification of any non-delivery within 48 hours from this information sent.
8. Due to shipping cost and weight we only supply to UK mainland addresses.

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9. Please note that when placing orders through our website and Greatly Nurtured Development Group Limited advise you that certain products on your order are out of stock with our suppliers and you agree to wait for them to arrive, we will only send one delivery for the complete order unless you specifically request part orders to be sent. If you request an order to be sent in parts a delivery charge will be applied for each delivery made.
10. For any out-of-stock items, Greatly Nurtured Development Group Limited will always confirm any back-order dates with the customer before proceeding with the order. This will be done by email. Back-order dates given will be the dates given to us from our suppliers. These will be the dates that the supplier expects to receive the items back in to stock. These dates will rely on the supplier receiving the items from their manufacturer in time. Any delays from the supplier's manufacturer will be out of our control. By agreeing to any back-order dates and confirming that the order is okay to proceed, you adhere to the fact that there may be a possibility of a delay from our supplier. If in doubt, please contact to get more information on this.

### Product Sizes and Colour Ways

1. Please note that some sizes stated on our website can be European or US sizes. A third party has used these sizes and converted to UK sizes as a guide. If you are unsure on UK sizes please contact [info@gndsportshub.com](mailto:info@gndsportshub.com).
2. Greatly Nurtured Development Group Limited does not take responsibility for customised products ordered that when received are the incorrect size or colour unless the customers have requested exact sizes and colours in writing and the customer has been given written confirmation by Greatly Nurtured Development Group Limited on sizing and colours. Greatly Nurtured Development Group Limited sales members can give advice on sizing of clothing; however, Greatly Nurtured Development Group Limited are not responsible for giving the final decision on sizes you require. All ages and size are given to fit as an average and we can only give what an average aged person is, it is the customers responsibility to gather all sizes of every individual person requiring clothing. Greatly Nurtured Development Group Limited never recommends garment sizes to customers, only advise. Some manufacturers state suggested ages/sizes, but children of the same age are not necessarily the same size. As a result, we always advise ordering samples prior to ordering a team purchase, especially on children's sizes.
3. It is the customers final decision on sizing and Greatly Nurtured Development Group Limited cannot be held accountable for the end result.

### Cancellations/Returns/Faulty Goods/Colour Variations/Samples Policy

1. Greatly Nurtured Development Group Limited cannot accept returns on customised goods. Please see below for further details.
2. Please note there is a strict no returns policy on all socks, base layers/under-shirts, base layer shorts/trousers due to them being an underwear product.
3. Please note there is a strict no returns policy on all "clearance", "Black Friday" and "sale" items.
4. To return non customised items that are without printing or embroidery, you must contact [info@gndpsortshub.com](mailto:info@gndpsortshub.com) within 14 days of receiving the goods in order for us to consider your request.
5. Please note that the sending/receiving of the email request is not acceptance of your return. Acceptance of returns will be at the discretion of Greatly Nurtured Development Group Limited unless otherwise required by statute. The postage/courier cost of any accepted return will be absorbed by you the customer.

6. All return requests are considered on the following criteria. Greatly Nurtured Development Group Limited review what items are wanted to be returned or exchanged as detailed below:
- All return requests are looked at on an order-by-order basis.
  - We look at the sell through history of the product as this a very good indication if we are likely to resell the stock requested to be returned or exchanged.
  - What is the garment current shelf life of the product(s) as shown by the relevant brand or supplier?
  - What is the restocking value of the return?
  - Are the items requested for return or exchange a stock line held by Greatly Nurtured Development Group Limited or have they been ordered specifically for the individual's order.
  - Are the items for a return being used within a new order?
  - Has the request for a return been made within the time frame as per Greatly Nurtured Development Group Limited Terms & Conditions?
1. Greatly Nurtured Development Group Limited does not accept returns of large quantities of non-customised items due to the previously mentioned trade agreement: 'By using Greatly Nurtured Development Group Limited, you are agreeing you are a 'trader' and not a 'consumer'.' If you are unsure on sizes and colourways, we always advise placing a smaller order first to ensure that you are happy with sizing and colours. Please see our Size guides which has all relevant information.
  2. Greatly Nurtured Development Group Limited will not accept any returns after 14 days of you receiving the items.
  3. After you submit the returns form you will receive an email from the Greatly Nurtured Development Group Limited within 5 working days with confirmation of whether your request has been accepted. If Greatly Nurtured Development Group Limited authorise your return you will be provided with a Returns Authorisation Number and the procedure for arranging the return of the goods.
  4. All accepted returns may be subject to an administration and restocking fee equal to 30% of the value of the goods being returned. Greatly Nurtured Development Group Limited will not refund the original delivery cost of the order unless the product(s) are deemed to be faulty.
  5. Goods cannot be returned without a returns authorisation number from Greatly Nurtured Development Group Limited, items returned without a Greatly Nurtured Development Group Limited Returns Authorisation Number will result in your return being refused and any costs incurred by you or us as a result you will be liable for.
  6. All goods must be returned within 5 working days of receiving our return authorisation number.
  7. Where an order is cancelled after the Goods have already been dispatched from a supplier or Greatly Nurtured Development Group Limited the costs of returning the Goods will be borne by you the customer.
  8. All goods that are accepted for return must be unworn and in the original condition that they were sent from Greatly Nurtured Development Group Limited including the original packaging and original labels attached. Any defacing of labels on the garments or packaging will not be accepted. If items are returned without the original tags or packaging Greatly Nurtured Development Group Limited will not accept them as fit for resale and no refund will be given. Due to restrictions on returning products to our suppliers we have a strict policy if you are wanting returning incorrectly ordered products. If your order is for samples for sizing or another purpose, please note these samples should be included in your final order when placed. If you are unsure of what you are ordering please speak to a sales member for advice before proceeding. Sample orders are only placed on the proviso that the items are used within a future order. we ask that any order whether it is for samples or for sizing or if you are unsure as to whether you will be keeping the products ordered, please

ensure that all packaging is opened and not ripped. Failure to abide by this request will result in any item being returned refused. Please also ensure that garments are returned in the correct packaging they have been removed from to view.

9. We do not guarantee colours on any for the goods supplied by brand manufacturer. Every effort is made by the brand manufacturer to ensure matching colours across ranges and style of garments. There may be a variation from one batch of stock to another, or a variance in fabric which unfortunately is out of the brand and Greatly Nurtured Development Group Limited's control.
10. Goods purchased from Greatly Nurtured Development Group Limited are of good satisfactory quality and are fit for their intended purpose in all material respects. A warranty does not apply to any defect with goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, If you use the goods in a way that is deemed wilful and you fail to use the product it was intended use. Any alteration or repair you carry out without our prior written approval will be done so at your own risk. In the unlikely event that the goods do not conform to fair wear and tear, please inform us as soon as possible after delivery. Any fault request made will need to be completed with as much information and imagery that is possible to help resolve your issue. This fault will then be taken up with the brand. The brands decision will be final.

The above provisions do not affect your statutory rights.

### **Customised Goods**

1. Greatly Nurtured Development Group Limited are unable to accept returns on any products that have been personalised which include printing and embroidery.
2. Greatly Nurtured Development Group Limited will review cases where a product is faulty or damaged, this will include the garment or item alone and not include the customisation of the garments.
3. Any issues with printing or embroidery that is different to what has been approved, or, a defect is present on the printing or embroidery. In these cases, please contact your Greatly Nurtured Development Group Limited sales member and they will aim to sort this is issue. Greatly Nurtured Development Group Limited hold the right to amend the defected printing or embroidery, if this fails then Greatly Nurtured Development Group Limited will replace the defected item.
4. In rare cases where an item is no longer available Greatly Nurtured Development Group Limited will offer an alternative product or refund this defected item via the payment method provided.
5. The return of goods is the customer's sole responsibility and we encourage all customers to use an insured and tracked service to send items back such as Royal Mail recorded or Special Delivery.
6. Refund of shipping return cost is only applicable on faulty items and where agreed prior to the return of the item(s). Where Greatly Nurtured Development Group Limited have asked for a product to be returned and it is then deemed to be faulty Greatly Nurtured Development Group Limited shall cover the cost of the return postage up to a maximum of £8.00. If the return postage exceeds this price, please Greatly Nurtured Development Group Limited directly before sending items back.