



Terms of Use for Bottled Goose Print on Demand

Our terms and conditions comply with UK legislation and are designed to ensure that resellers can trade easily and with confidence with Bottled Goose print on demand.

Bottledgoose.com is a trading name of Proper Goose Ltd, Gander House, 85 Island Farm Road, West Molesey, Surrey KT8 2LN.

These terms and conditions only apply to print on demand sales placed online.

Pricing

All prices are in £ sterling, exclusive of VAT. Other currencies are available and can be chosen by the reseller when setting up their 'wallet'. Prices may be subject to change without notice.

Wallet

Resellers may pay by any major credit card or debit card. A daily deposit limit of £500 is in place and your wallet account must not exceed £2500. Should a higher account limit be required, please contact support@bottledgoose.com

Upon request, any remaining funds in a reseller's 'wallet' will be returned via the original method of payment in the original currency. If multiple payment cards used, the refund will be proportionate across all cards. Please note, this may take 5 to 10 business days to execute.

Payment

Bottledgoose.com was designed with UK end consumers in mind facilitating global resellers entering UK market. UK sales tax (VAT) is currently at 20%. Not all countries require VAT to be charged, and exports are often exempt. VAT is usually implemented as a destination-based tax, where the tax rate is based on the location of the consumer and applied to the sales price.

Returns

On occasion products may be returned to us due to a fault, your customer changing their mind, wanting an exchange, etc. Please detail your returns policy carefully on your store and inform us how to proceed with each return.

Similarly, if a parcel shipped to your customer is returned to us due to delivery failure, we'll get in touch to let you know. If we don't receive instruction on what to do with the returned product / parcel after 7 days, we'll assume it's no longer required, and the products will be donated to charity.

Product availability

Items shown on this website may not always be in stock. If any of your chosen items is not in stock, you will be advised of our best estimate of availability and delivery date at the time you place your order. Please note that an indication of such dates is an estimate only, may be subject to change without notice, and does not constitute a contractual obligation by Bottled Goose to supply goods by a certain date. If availability is unduly delayed, a similar product may be substituted. We will use our best endeavours to keep you informed.

Product images and descriptions

Please note that the colour of images shown on this website may be affected by the technology used to access it. Whilst we do our best to faithfully reproduce colours, some variation may occur.

Product descriptions are based on our supplier's website descriptions and to the best of our knowledge, are as accurate as possible. If you are in doubt, or have any questions about product descriptions, we advise you to email support@bottledgoose.com or phone +44 (0)208 941 3481 before purchasing a product or listing it for sale on your own site.

Accepting orders and security

When you accept your customer's order, the status will change from 'Pending' to 'Paid – Pending Review'. When we accept your order, the status will change to In Production, and we will treat this as an offer to buy. However, we will be entitled to refuse orders if we feel it necessary, in which case you the status will be changed to 'Rejected' and you will be sent an email with the reasons why.

All order details are confirmed by you when your order is placed, including the billing address, shipping address, product, print file and print position. When the order has been accepted and paid, it cannot be amended. Contact support@bottledgoose.com to discuss. We will try our best to assist but it is not guaranteed.

Bottled Goose cannot replace or refund any orders that are incorrect if they have been printed according to the details you confirmed when the order was placed.

Order processing

An order will not be processed until it has been paid in full. Orders are processed from the date and time of payment received, not the date and time it was placed. Once complete, the status will change from 'In Production' to 'Fulfilled'.

Our quoted turnaround time is 72 hours A working day starts at 8am and ends at 4pm, Monday to Friday. UK Bank Holidays are not included as a working day. This turnaround time is not to be taken as a guarantee of production times and should be taken as an estimate. No compensation will be offered for any orders that fall outside of this production estimate.

Delivery

All prices exclude delivery, and we ship worldwide.

Our deliveries in the UK mainland are contracted to Royal Mail (RM48 Tracked and RM 24 Tracked) who deliver Mondays to Fridays (excluding public holidays) between the hours of 8:30 AM and 5:30 PM. For more information, please refer to their website: <https://www.royalmail.com/sending/uk>

Some deliveries must be signed for and you should keep your receipt. All goods are examined in detail by us prior to despatch to ensure that they leave our site in perfect condition. If goods are showing obvious signs of damage in transit upon receipt, please refuse to accept the delivery and notify us immediately. If damage is only evident upon opening of packaging, then you must inform us within 48 hours of receipt. In either case, we will then arrange re-delivery of replacement goods as soon as possible.

No compensation will be offered for any orders that take longer than the quoted times to be delivered. These quotes are based on estimates from Royal Mail and as such, they should not be taken as a guarantee of delivery.

All missing parcels must be reported to support@bottledgoose.com. If a shipping address is inaccurate or incomplete, the order will not be eligible for a refund or replacement.

Cancellations

Due to the bespoke nature of the products, we sell, cancellations can only be accepted prior to Bottled Goose accepting the order. After this time, your order will have entered production. If your order has already entered production, then acceptance of cancellation requests will be made at our discretion.

Occasionally we may need to contact you about your order so please make sure the email address you have registered with is monitored. If we do not receive any response from you regarding the order after a two-week period, we will cancel it and refund to the original payment method. If you have ordered multiple products we will process, print and pack as normal - only the products we are contacting you about will be cancelled and refunded, the rest will be shipped after the two-week period.

Bottled Goose's cancellations policy does not affect your Statutory Rights.

Faulty goods

If your goods develop a fault within 28 days of delivery (including goods delivered with a print or manufacturing fault), the goods may be returned for either refund in full, or replacement.

In all queries relating to faulty goods, we require photographic evidence so we can investigate the issue. Once a photo has been received, we will investigate and decide whether to accept or reject your claim of a fault. Please note that we judge faults based on a tolerance of up to 3mm. These promises do not apply to faults caused by accident, neglect, or misuse.

Due to variations during the printing process, we cannot guarantee that the print file uploaded to a product can be printed to the size requested. This may result in the physical product not matching the mock-up, but we will not consider this product as faulty, and no refund/replacement will be offered unless a genuine fault with the print is present. Please follow the Bottled Goose artwork guidelines.

Legal

Sales on this web site are governed by English law and you agree to submit any dispute to the non-exclusive jurisdiction of the English courts. All orders are subject to these terms and conditions and no amendments will be accepted by us. These terms and conditions do not affect your legal rights.

These terms and conditions cover Bottled Goose. Any other websites to which you link from this site may be governed by their own terms and conditions. We accept no responsibility or liability for the content of websites which are not under our control.

We are required by law to tell you that sales can be concluded in English only and that we do not file copies of customer contracts.

We do not guarantee that this web site will be compatible with all customers computers.

Copyright

You agree not to adapt, alter, or create any derivative work from any material on this site, or to restrict or inhibit the use or enjoyment of this site by anyone else. It is not permitted to create any link to or from this website without our prior written consent.

Bottled Goose doesn't assume any responsibility for copyrighted designs sent to us to be printed. By uploading or sending a design, you accept that you are legally authorised to manufacture products with the design in question. If you have the right to print copyrighted images, please send a copy to hello@bottledgoose.com.

By submitting an image for printing, you agree to the following:

"I confirm that I have the legal right to use this, and any other image submitted to Bottled Goose for printing. I agree to indemnify Bottled Goose any costs or claims which may result from Bottled Goose printing your requested image. Should a copyright holder contact Bottled Goose enquiring about use of their intellectual property, you accept that we may pass on your details."

Bottled Goose will never redistribute, sell, or claim rights to any artwork that you upload to this site. When your artwork is uploaded, it's transmitted using a combined Secure Sockets Layer (SSL) and Transport Layer Security (TLS) encryption. Your artwork will only be accessed by Bottled Goose to fulfil your orders, and when deemed necessary to assist with support requests.

From time to time, Bottled Goose may seek permission to exhibit your design / our work for potential business opportunities, whether on social media or at trade exhibitions. However, we will only proceed with such displays upon receiving explicit written consent.