

Terms & Conditions

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Delivery

We will deliver the goods to you at your invoice address or to your delivery address if this is different.

Delivery Costs for the UK: (including Northern Ireland and the Channel Islands)

<i>Order</i>	<i>delivery cost inc VAT</i>
One garment	£2.50
Per additional garment	£2.50

Order value is before delivery costs are added.

We aim to deliver within 2 to 3 weeks. If items are already in stock, this delivery time may be less.

Overseas Delivery Costs

Please contact us to enquire about non UK delivery charges.

Returns policy

We want you to be absolutely happy with your purchase, so if you decide it's not for you, we have a no quibble returns or exchange policy. Simply send your unused garment back, along with its packaging and tags, within 28 days of receipt, and we'll refund the cost of the garment. If you require an exchange, we will send you the replacement garment free of charge.

The address to send returned or cancelled items is:

Big Squid Clothing
The Coach House
7a Richmond Hill Avenue
Bristol
BS8 1BG

We recommend that you use a registered postal service to return your item, as we will not be liable for lost goods.

Paying for your order

We accept payment via Paypal, or via cheques. If you are paying by Paypal, you can order securely online. You will be sent an email confirming receipt of your order.

If you would prefer to pay by cheque, you can either post, phone or email to make your order. If you would like to phone your order through, call us on: 0117 974 1830.

By post, print out and fill in the [order form](#) and post it along with your cheque.

If ordering by email please fill in the [order form](#), and return to us on: info@youareloved.co.uk, and then post your cheque.

We will confirm and send out your order only once your cheque has arrived. Please make sure you have written your name and contact details clearly on the reverse of the cheque.

The address to send to is:

Big Squid Clothing
The Coach House
7a Richmond Hill Avenue
Bristol
BS8 1BG

Taxes and prices

All our prices are in £ sterling and include 15 %VAT on adult's garments. Our registered VAT no. is 742 4292 39

If you are ordering from outside the UK or European Union, you will not be charged VAT, but you may have to pay local import duties.

Complaints

You are Loved is dedicated to producing and supplying garments ethically, and we take the opinions, of you, our customers, very seriously.

If you have any problems with the service we give you, please let us know, and we will do all we can to address your concerns.

Either call or email on; 0117 974 1830 or info@youareloved.co.uk

Privacy

Any information we receive from you is treated as personal and confidential. Your details will only be used to complete orders.

Your personal information will not be passed or sold to any third party or company without your permission (unless we are legally obliged to do so).

The type of information we will collect about you includes:

Your name

Address

Phone number

E-mail address

If you would like to check what information we hold about you e-mail us on:

info@youareloved.co.uk

Trade Descriptions

We try hard to make sure that the descriptions of the garments on this website are as close a representation as possible. However, the display of colours on your monitor may not be exact, and a slight variation in the actual goods can occur.

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