

# Terms and Conditions

## Inner City Vandals

### General

This website is operated and owned by [innercityvandals.co.uk/innercityvandals.com/innercityvandals.co](http://innercityvandals.co.uk/innercityvandals.com/innercityvandals.co). These Terms outline the conditions under which you can use our website and services. Our website offers a range of Unisex Hoodies, Sweatshirts, and T-Shirts. By accessing or using our website, you confirm that you have read, understood, and agreed to abide by these Terms.

To utilise our website and/or place orders through it, you affirm that:

- You are at least 18 years old.
- You possess the legal ability to enter into binding agreements.
- You reside in one of the countries we serve.
- You are accessing our website from one of our serviced countries.

When making a purchase, you acknowledge that:

- (i) It's your responsibility to thoroughly review the complete item listing before committing to buy.
- (ii) You're entering a legally binding agreement to buy an item when you commit and complete the payment process at checkout.

The prices listed for our products are displayed on our website. We maintain the right to modify prices for displayed products at any time, rectifying any inadvertent pricing or description errors that may occur. Additional pricing details are available on the payments page.

### Usage of the Website

You are required to exercise responsible conduct when using our website. This includes refraining from any form of misuse or tampering that could compromise the integrity of our platform. Actions such as hacking, introducing viruses, trojans, worms, logic bombs, or any other technologically harmful materials, as well as initiating denial of service attacks, are strictly prohibited. Moreover, interfering with our technology or functionality, or attempting to access or extract data belonging to us or our customers, is strictly forbidden.

In the event of any such breach or disruptive activity, we reserve the right to promptly report the incident, along with all pertinent information about the individual responsible, to the appropriate law enforcement authorities.

Furthermore, you acknowledge and consent to holding Inner City Vandals, its employees, and agents harmless from any claims, liability, damages, and associated costs (including, but not limited to, legal fees) arising from any third-party grievances resulting from your utilisation (or misutilisation) of our websites or any violations of these terms.

### Colours and measurements

We strive to accurately present our product attributes, such as composition and colours. However, the colour you observe may vary based on your computer system or device, and we cannot ensure precise colour representation.

### Import duty

If you order products from our website and for delivery outside the UK, they may be subject to import duties and taxes which are levied when the delivery reaches the specified destination. You will be responsible for payment of any such import duties and taxes. Please note that we have no control over these charges and cannot predict their amount. Please contact your local customs office for further information before placing your order.

Please also note that you must comply with all applicable laws and regulations of the country for which the products are destined. We will not be liable for any breach by you of any such laws.

## Returns and Refund Policy

Our returns policy allows for a 28-day period to address your return. Therefore, it's crucial to inform us within the initial 14 days of receiving the item. If more than 14 days have passed since the item's receipt, we won't be able to provide refunds or replacements. Following this notification, you have an additional 14 days to send the item back to us.

To qualify for a return, the item must remain in the same condition as when you received it.

To initiate the return process, please get in touch via [returns@innercityvandals.co.uk](mailto:returns@innercityvandals.co.uk).

After you've contacted us via email and we've initiated the return process, we'll require you to return the item (with the provided goods returns note) to the address we supply via email. Once we've inspected the returned item, we'll inform you whether your refund request has been approved or rejected. If approved, your refund will be processed using your original payment method. Refunds made through PayPal will be immediate, while card payments will take between 3-5 working days. Please note that for all regular returns there will be a 15% returns fee.

Regarding replacements, we'll notify you once your replacement item has been processed and dispatched. We only provide replacements for items damaged or with manufacturing issues. If this applies to your situation, please contact us via email.

Please note that we do not cover the costs for returning items or items lost during the return process. To ensure a safe return, we recommend sending items with full tracking. However, we will cover the costs for sending replacement items to you.

Please refrain from returning items to our manufacturer.

### Incorrect or damaged items

If you believe that your item is incorrect or has a manufacturing issue, kindly contact us within the initial 14 days of receiving the item. We will ask you to provide photos that support the issue you are raising. Once we conclude the investigation, we will notify you about the approval or rejection of your replacement request. In case the item is deemed defective, we will confirm the dispatch of your replacement. Additionally, we will provide instructions on how to proceed with the faulty item (please refrain from disposing of the item unless advised to do so by us).

### Normal refunds and exchanges

When we receive your return, we will carefully inspect the item. If we identify any issues with the garment, such as marks (e.g., makeup stains) or if there is a noticeable odor like perfume or body odor, we retain the right to decline your refund. In such cases, we may request you to arrange a collection for the item. We will promptly email you to communicate the rejection along with a brief explanation for our decision.

Upon approval of your refund or exchange, we will send you an email to notify you that the process has been completed.

### Promotional Codes

On occasion, we may provide you with promotional codes that enable you to avail discounts on specific products. Each promotional code is accompanied by its own terms and conditions, which will be clearly communicated at the time of issuance.

We retain the right to revoke, annul, or modify promotional codes should we suspect any irregularities such as fraud, tampering, technical errors, or any other factors that are beyond our control and could potentially impact the integrity or fairness of the promotional code.

### Intellectual Property

At Inner City Vandals, we take pride in our distinctive in-house designs. It is important to note that Inner City Vandals exclusively owns the copyrights for the designs featured on our website. In the event that we identify any unauthorised replication of our designs, we will take appropriate measures to ensure the removal of such copies from circulation. In the unlikely event that you harbour concerns related to any of our designs, we encourage you to reach out to us at [customersupport@innercityvandals.co.uk](mailto:customersupport@innercityvandals.co.uk). Kindly provide us with a detailed explanation of your concerns, and we will thoroughly investigate the matter and respond accordingly.