



Terms of Service

1. Introduction

Welcome to **Charity Samuel Bridal Limited** ("Charity Samuel Bridal", "Company", "we", "our", or "us").

These Terms of Service ("Terms") govern your use of our website, products and services. By accessing our Website or placing an order with us, you agree to be legally bound by these Terms.

If you do not agree with these Terms, you must not use our Website or purchase our products.

2. About Us

Charity Samuel Bridal Limited operates the Charity Samuel Bridal website and online store.

Throughout these Terms:

- **Website** means our website and any associated services.
 - **Customer, you, and your** refer to anyone accessing our Website or purchasing our products.
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3. Eligibility

By using our Website you confirm that you:

- are at least 18 years old, or have the permission of a parent or legal guardian;
 - have the legal capacity to enter into a binding contract; and
 - agree to comply with these Terms.
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4. Products

Many of our products are handmade or made to order.

While every effort is made to display our products accurately, slight differences in colour, texture, embellishments and finish may occur due to photography, lighting, monitor settings, dye lots and the handcrafted nature of many bridal products.

We reserve the right to:

- modify products;
- discontinue products;
- update specifications;
- correct pricing or description errors;
- limit quantities available for purchase;
- refuse or cancel orders where necessary.

Should we cancel an order after payment has been received, an appropriate refund will be issued.

5. Pricing & Payment

Prices are displayed in the applicable currency shown on the Website.

Prices may change at any time before an order is placed.

Payment must be received in full before production or dispatch begins.

Applicable taxes and shipping charges will be calculated during checkout.

6. Shipping & Delivery

We aim to dispatch orders within the estimated production and delivery timeframes published on our Website. These estimates are provided for guidance only and are not guaranteed.

Delivery delays may occur due to customs processing, courier delays, severe weather, supply chain issues or other circumstances beyond our reasonable control.

Risk in the products transfers to you upon delivery.

Shipping Address

Customers are responsible for providing accurate delivery information.

If an order is returned because an incorrect or incomplete address was supplied, or because delivery could not be completed due to customer error, any additional shipping costs required to resend the parcel will be the responsibility of the customer.

International Orders, Customs & Import Charges

Orders delivered outside the United Kingdom may be subject to customs duties, import taxes, VAT, tariffs, brokerage fees, handling fees or similar charges.

These charges are not included within the purchase price unless expressly stated.

The customer is solely responsible for paying all customs duties, import taxes, tariffs and any other fees imposed by customs authorities or shipping carriers.

Charity Samuel Bridal Limited has no control over these charges and cannot estimate them.

Customers are responsible for checking the import requirements of their destination country before placing an order.

Refused or Unclaimed Shipments

If an order is refused, abandoned, unclaimed or returned because customs charges, import duties or delivery fees have not been paid, or because delivery could not be completed due to customer action or inaction, we reserve the right to deduct from any refund:

- original shipping costs;
- return shipping costs;

- customs charges;
- carrier handling fees;
- storage charges; and
- any reasonable costs incurred in recovering the shipment.

Where these costs equal or exceed the value of the order, no refund shall be payable.

7. Returns, Cancellations & Refunds

Our Returns Policy forms part of these Terms.

By placing an order you confirm that you have read and accepted our Returns Policy, including provisions relating to cancellations, made-to-order products, refunds and exchanges.

Nothing within these Terms limits your statutory rights under applicable consumer protection legislation.

8. Product Information & Colour Accuracy

Colours and finishes may differ slightly from images shown due to screen calibration, photography, lighting conditions and the handmade nature of our products.

Minor differences do not constitute manufacturing defects.

Measurements are approximate unless otherwise stated.

9. Sizing & Measurements

Customers are responsible for reviewing all size guides and product measurements before placing an order.

Sizing may differ between collections and styles.

Where body measurements are supplied by the customer, Charity Samuel Bridal Limited accepts no responsibility for inaccuracies.

If you are uncertain about sizing, please contact us before ordering.

10. Made-to-Order Products

Many Charity Samuel Bridal products are individually manufactured after an order is placed.

By placing an order you acknowledge that production may begin shortly after your purchase and that made-to-order items may be subject to the cancellation and return restrictions set out within our Returns Policy.

11. Wedding Date & Delivery Planning

Customers are responsible for ordering with sufficient time before their wedding or event.

Estimated delivery dates are not guaranteed.

Charity Samuel Bridal Limited shall not be liable for losses arising from:

- late ordering;
- courier delays;
- customs delays;
- changes to wedding dates;
- unforeseen production delays; or
- events beyond our reasonable control.

Customers should always allow adequate time for delivery and any required fittings before their event.

12. Product Care

Customers are responsible for following all care instructions supplied with their products.

We shall not be responsible for damage resulting from improper cleaning, incorrect storage, accidental damage, misuse, normal wear and tear or failure to follow our care recommendations.

13. Intellectual Property

All intellectual property rights relating to our Website and business remain the exclusive property of Charity Samuel Bridal Limited or our licensors.

This includes, but is not limited to:

- business name;
- trademarks;
- logos;
- branding;
- product names;
- product designs;
- graphics;
- artwork;
- text;
- videos;

- product photography;
- website design;
- marketing materials; and
- all other original content.

Nothing in these Terms grants any licence or ownership rights to our intellectual property.

Unauthorised copying, reproduction, distribution, modification or commercial use is strictly prohibited.

14. Commercial Use & Resale

Products purchased from Charity Samuel Bridal are intended for personal use unless otherwise agreed by us in writing.

You may not, without our prior written consent:

- resell our products as an authorised retailer or distributor;
- use our product photographs, descriptions or marketing materials for commercial purposes;
- reproduce or imitate our branding, logos or trademarks;
- represent yourself as being affiliated with or authorised by Charity Samuel Bridal Limited;
- copy, reproduce or commercially exploit our original product designs where protected by applicable intellectual property law.

We reserve all legal rights to protect our intellectual property and brand.

15. Customer Feedback & Suggestions

If you voluntarily submit comments, reviews, ideas, suggestions, recommendations or other feedback, you agree that Charity Samuel Bridal Limited may use, modify, reproduce, publish, distribute and commercialise that Feedback for any lawful business purpose.

You acknowledge that:

- no payment, royalties or compensation will be provided;
- no attribution or credit is required; and
- you grant us a perpetual, irrevocable, worldwide, royalty-free, transferable licence to use such Feedback.

16. Customer Photos & Testimonials

If you voluntarily provide photographs, videos, testimonials or other content featuring our products, including by tagging Charity Samuel Bridal on social media, you grant Charity Samuel

Bridal Limited a perpetual, worldwide, royalty-free, non-exclusive licence to use that content for marketing, advertising and promotional purposes.

This includes use on our Website, social media, email marketing, printed materials and advertising.

You confirm that you own the content or have obtained all necessary permissions from anyone featured in it.

17. Acceptable Use

You agree not to:

- use the Website unlawfully;
- interfere with Website security;
- upload malicious software;
- attempt unauthorised access to our systems;
- misuse our intellectual property; or
- infringe the rights of others.

18. Chargebacks

If you experience an issue with your order, we encourage you to contact us first so we can attempt to resolve the matter.

Where a customer initiates a chargeback while retaining goods or without complying with our published policies, we reserve the right to provide payment providers with evidence supporting the transaction, including proof of delivery, customer communications and acceptance of these Terms.

19. Disclaimer

Our Website and products are provided on an "as available" basis.

To the fullest extent permitted by law, we do not guarantee uninterrupted access to the Website or that it will always be error-free.

20. Limitation of Liability

Nothing in these Terms excludes liability that cannot legally be excluded.

Subject to applicable law, Charity Samuel Bridal Limited shall not be liable for indirect, incidental, consequential or special damages, including loss of profits, business, goodwill or opportunity.

Our maximum liability relating to any order shall not exceed the amount paid for that order.

21. Privacy

Your use of our Website is also governed by our Privacy Policy.

22. Force Majeure

We shall not be liable for delays or failures caused by events beyond our reasonable control, including natural disasters, pandemics, industrial disputes, transport disruption, supplier failures, government action or similar events.

23. Governing Law

These Terms shall be governed by the laws of England and Wales.

Any dispute arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

24. Changes to These Terms

We may amend these Terms from time to time.

The updated version becomes effective when published on our Website.

Continued use of the Website constitutes acceptance of the revised Terms.

25. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

26. Waiver

Any failure by Charity Samuel Bridal Limited to enforce a provision of these Terms shall not constitute a waiver of our right to enforce that provision in the future.

27. Entire Agreement

These Terms of Service, together with our Privacy Policy, Returns Policy, Shipping Policy and any other policies published on our Website, constitute the entire agreement between you and Charity Samuel Bridal Limited regarding your use of the Website and the purchase of our products.

28. Contact Us

If you have any questions regarding these Terms of Service, please contact us through the contact information published on our Website.