Website Terms of Use & Online Ordering

QP 126 – Jaybee Supplies Limited

Document Ref	QP 126
Title	Website Terms of Use & Online Ordering
Version	1.0
Prepared By	Jaybee Supplies Ltd
Approved By	Managing Director
Issue Date	21 October 2026
Review	Annually

Company Details

Detail	Information
Website operator and seller	Jaybee Supplies Limited
Company number	07937734 (registered in England & Wales)
Registered office	Unit 9, Victoria Mill, Boot Street, Earby, Barnoldswick, BB18 6UX
VAT number	131027663
Email	sales@jaybeesupplies.co.uk
Telephone	01282 50 50 43

1. About these terms

These terms explain how you may use the Jaybee Supplies website, online shops and customer ordering portals (together, “the website”), and the terms on which we sell goods ordered through it. Please read them before you use the website or place an order. By using the website or placing an order you agree to these terms.

In these terms, “we”, “us” and “Jaybee” mean Jaybee Supplies Limited. “You” means the person using the website or placing an order. A **consumer** is an individual buying wholly or mainly outside their trade or business, for example a parent buying school uniform. A **business customer** is anyone buying for a business, school, club, charity or other organisation.

- **Business customers:** orders are also governed by our Terms and Conditions of Sale (QP 008) and any written agreement we have with your organisation. If there is a conflict, the written agreement takes priority, then QP 008, then these terms.
- **Consumers:** nothing in these terms affects your legal rights under the Consumer Rights Act 2015 or the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Using the website

You may use the website to browse and buy products, design and personalise garments, and, where your organisation has a portal, order the uniform and PPE it has approved for your role. You must not:

- use the website in any way that is unlawful, fraudulent or harmful, or that disrupts or damages it;
- upload anything that contains viruses or malicious code;
- copy, scrape, resell or frame the website or its content, or use it to build a competing service;
- upload artwork, logos or text that you do not have the right to use, or that is offensive, defamatory, discriminatory or illegal;
- try to gain access to accounts, portals or data that you are not authorised to use.

We may suspend or withdraw access to all or part of the website at any time, for example for maintenance or if these terms are broken. We will try to give notice where it is reasonable to do so.

Orders are accepted from adults. Anyone under 18 may browse the website but should ask a parent or guardian to place any order.

3. Accounts and company portals

- Keep your login details confidential and tell us straight away if you think someone else has used them. You are responsible for orders placed through your account.
- **Company portals** are set up at the request of your employer or organisation, which decides who has access, what each role can order, budgets and any manager approval. Questions about your allowance or approvals should go to your employer first.
- We may close or suspend an account that has been misused, or when your organisation asks us to remove your access.

4. Products and PPE suitability

- We take care to describe products accurately. Colours on screen may vary slightly, and sizes can differ between brands, so please check the size guides.
- All PPE we supply is sourced from BSIF-approved manufacturers and marked to the relevant standard. Certificates of conformity are available on request and, for portal customers, through the portal.
- Choosing the right PPE depends on your own risk assessment. Any advice we give is general guidance. The employer or user remains responsible for deciding that PPE is suitable for the hazard, the task and the wearer, and for using, storing and maintaining it in line with the manufacturer's instructions.

5. Orders and prices

- Your order is an offer to buy. We accept it when we email you to confirm it, or when we despatch the goods, whichever happens first. If we cannot accept your order we will tell you and refund any payment.

- Prices are shown on the website. The website shows whether prices include VAT: consumer shops show prices including VAT, and business portals may show prices excluding VAT. Delivery charges are shown before you pay.
- If a price is clearly wrong, we will contact you before despatch, and you can choose to go ahead at the correct price or cancel for a full refund.
- Payment is taken when you place an order, unless you have a credit account with us, in which case our credit terms apply.

6. Personalised and branded goods

- When you supply a logo, artwork or text, you confirm that you own it or have permission to use it, and you agree to cover any losses we suffer if that is not the case.
- For new logos and designs we will send an artwork proof. Production starts once you approve it, so please check spelling, colours, sizes and positions carefully. We are not responsible for errors in a proof you have approved.
- Small variations in thread or print colour, and in logo position, are a normal part of embroidery and printing.
- We may refuse to produce any design we consider offensive or unlawful, or that appears to infringe someone else's rights.
- Your logos and artwork remain yours. We use them only to fulfil your orders, and will not show them in our marketing without your permission.

7. Delivery

- Our standard lead time is 7–10 working days from order, or from artwork approval for personalised goods. In-stock individual items ordered by 11:30am can usually be despatched the same day; this does not apply to large or branded orders.
- Delivery dates are estimates. If there is a delay we will tell you as soon as possible and offer an alternative where we can.
- Please check the goods when they arrive and tell us within 5 working days about anything missing or damaged.
- The goods are your responsibility from delivery. For business customers, ownership passes when we have been paid in full.

8. Cancellations and returns

Situation	What happens
Consumers: change of mind	You may cancel within 14 days of receiving the goods, without giving a reason. Tell us in writing, then return the goods unused, unworn and in their original packaging within a further 14 days. We refund the price and standard delivery within 14 days of receiving the goods back. Unless the goods are faulty, you pay the cost of returning them.
Personalised goods	Goods made to your specification or clearly personalised, such as embroidered, printed or name-tagged garments, cannot be cancelled or returned for change of mind or wrong size choice.

Situation	What happens
Sealed hygiene items	Items such as earplugs, disposable masks and respirators that have been unsealed cannot be returned for change of mind, for health and hygiene reasons.
Business customers	Unbranded items in stock may be returned within 14 days in resaleable condition, by agreement and as set out in QP 008. A restocking charge may apply.
Faulty or incorrect goods	Tell us as soon as possible. We will collect or cover the cost of return and repair, replace or refund. Consumers have the right to reject faulty goods for a full refund within 30 days.

To start a return, contact us using the details in Section 16 with your order number.

9. Product recalls

If a product we have supplied needs to be recalled or withdrawn, we will follow our Product Recall Policy (QP 084). We will contact affected customers directly using the contact details on the order and publish a notice on our website. You will not be charged for any remedy under a recall.

10. Intellectual property

The website, its design, text, images and software belong to us or our licensors. You may view and use it for its intended purpose only. Designs you create with our online design tools remain yours, but please do not publish them in a public gallery unless you are happy for others to see them.

11. Our responsibility to you

- We do not exclude or limit our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be excluded by law. Consumers keep all their legal rights.
- If you are a consumer, we are responsible for loss you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care. We are not responsible for business losses.
- If you are a business customer, our total liability for any order is limited to the price paid for that order, and we are not liable for loss of profit, business or revenue, or any indirect or consequential loss.
- We are not responsible for loss caused by misuse of products, failure to follow the manufacturer's instructions, or PPE chosen without a suitable risk assessment.
- We try to keep the website available and free of errors but cannot guarantee it. We are not responsible for the content of other websites we link to.

12. Events outside our control

We are not responsible for delays or failures caused by events outside our reasonable control, such as supplier or courier failure, severe weather, power or IT failure, or industrial action. If this

happens we will tell you, keep the delay to a minimum and, if the delay is long, you may cancel and receive a refund for goods not yet supplied.

13. Your information

We use your personal information as set out in our Privacy Policy (QP 125), which is published on the website.

14. Changes to these terms

We may update these terms from time to time. The version on the website when you place an order applies to that order. Changes to how you may use the website apply from when they are published.

15. Complaints, law and courts

If you have a complaint, please contact us first and we will do our best to resolve it quickly. These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. Consumers living in Scotland or Northern Ireland may also bring proceedings in their local courts.

If we do not enforce any of these terms straight away, we can still do so later. If any part of these terms is found to be invalid, the rest remains in force. We may transfer our rights under these terms to another organisation and will tell you if we do; your rights as a consumer will not be affected.

16. Contact Us

Email: sales@jaybeesupplies.co.uk

Telephone: 01282 50 50 43

Post: Jaybee Supplies Limited, Unit 9, Victoria Mill, Boot Street, Earby, Barnoldswick, BB18 6UX

Authorisation

Signed	Jacqui Pope
Name	Jacqui Pope
Position	Managing Director
Date	21 October 2026