ALTERACETIONS

Terms & Conditions

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Alteracetions Limited | Unit 20, Masons Place Business Park, Nottingham Road, Derby, DE21 2YZ | support@alteracetions.co.uk

1. About us and scope

Alteracetions Limited provides repairs, alterations and upgrades to existing garments, particularly sportswear, to improve usability, fit and comfort. Our work is not sold as an aerodynamic enhancement or a guarantee of sporting performance. These terms apply to consumer orders placed online or agreed with our studio. Any separate written quotation or service-specific agreement forms part of the contract.

2. Ordering and assessment

Customers must provide accurate garment details, requested work, relevant measurements and any safety or functional requirements. We may inspect garments on arrival and advise if a requested alteration is unsuitable or cannot be completed safely. We will seek approval before carrying out materially different work or increasing the agreed price.

3. Condition and hygiene

Please send garments clean, dry and free from contamination. We may refuse or return items that are unsafe or unhygienic to handle, and will discuss any applicable costs before proceeding. Pre-existing damage, wear, ageing adhesives, fragile fabric and prior repairs can affect feasibility and durability.

4. Pricing and payment

Prices shown online may be estimates where inspection is necessary. If inspection changes the price, we aim to notify the customer within one working day of assessment and obtain approval before proceeding. Payment may be taken at checkout, after quotation, or before collection or return, as stated for the particular order. Where a garment arrives at the studio before payment, receipt alone does not oblige us to begin work; work will commence only once any required quote and payment have been approved or received. We may retain possession of completed goods pending payment to the extent permitted by law. We will not impose undisclosed charges.

5. Turnaround and priority services

Our standard target turnaround is three weeks from receipt of the garment and all information, approvals and any payment required to start work. This is an estimate, not an absolute guarantee unless a specific completion date is expressly agreed. Optional priority surcharges, where offered and accepted, are Express +£25, Priority +£40 and Rush +£55; the corresponding service deadlines must be stated clearly at checkout or in the quotation. We will notify customers of material delays. Statutory rights concerning reasonable performance times remain unaffected.

6. Changes to garment properties and performance

Altering an existing technical garment can change its fit, compression, seam strength, stretch, breathability, water resistance, durability and aerodynamic behaviour. We do not promise that a modified garment will retain the manufacturer’s original specifications or competitive performance. The customer acknowledges reasonably

explained, inherent consequences of the requested work. This does not exclude liability for damage caused by our failure to use reasonable care and skill, or any other liability that cannot legally be excluded. Customers should check event and governing-body rules before using modified competition garments.

7. Shipping, collection and lost parcels

Customers are responsible for packaging and arranging inbound delivery unless we expressly arrange it. We recommend tracked, insured services and retaining proof of postage. We will investigate any garment reported missing after confirmed receipt at our studio. Return delivery arrangements, charges and risk allocation will be shown in the order confirmation or agreed quotation. We cannot exclude legal responsibility for loss or damage while an item is in our care or where the law makes us responsible for delivery. Please confirm the correct return address.

8. Uncollected garments

We will contact customers when items are ready. If an item remains uncollected, we will send reasonable reminders to the contact details supplied. Any storage charges must be disclosed and agreed in advance; none are imposed by this draft. We will not sell, dispose of or otherwise deal with uncollected goods without following applicable legal notice and other requirements. A specific collection and notice timetable remains to be agreed.

9. Repair workmanship and warranty

We will perform services with reasonable care and skill. A voluntary repair workmanship warranty may be offered, but its period and precise coverage must be confirmed before publication. Any voluntary warranty is additional to, and does not replace, consumer statutory rights. Normal wear, new accidental damage, misuse and deterioration of unrelated original fabric are not automatically workmanship defects. If there is a problem, contact support@alteracetions.co.uk with the order number and photographs so we can assess it. Where legally required, we will provide repeat performance or an appropriate price reduction or other remedy.

10. Cancellation and refunds

Distance and off-premises service contracts can carry a statutory 14-day cancellation right, subject to applicable exceptions and the rules for work started at the customer’s express request. A personalised or made-to-specification goods exception does not automatically remove cancellation rights for every repair or alteration service. Before beginning within any applicable cancellation period, we will obtain any legally required express request and explain potential charges and effects on cancellation rights. If a customer cancels, we will apply the law to the work performed and return of the garment. Nothing in these terms restricts statutory remedies for defective services.

11. Liability and complaints

Nothing excludes liability for death or personal injury caused by negligence, fraud, failure to use reasonable care and skill, or rights that cannot be excluded by law. We are not responsible for losses resulting solely from inaccurate instructions or known inherent risks clearly disclosed and accepted, except where caused by our own breach. Please contact support@alteracetions.co.uk first so we can investigate and propose a fair resolution.

12. Governing law and updates

These terms are governed by the law of England and Wales, subject to any mandatory consumer protections that apply. We may update terms for future orders; the version accepted when an order is placed normally governs that order. Registered company number and registered office must be verified and added before publication.