

TERMS & CONDITIONS

H T Hughes & Co Ltd is a UK based business to business workwear supplier. All goods remain the property of H T Hughes & Co Ltd until paid for in full. Prices shown on the website generally include UK VAT. Total VAT at the applicable rate will be shown at the time of checkout.

It is the customers own responsibility to carefully check the contents of your delivery. Any faults, errors, omissions, or shortfalls must be informed to us within 72 hours of delivery.

Upon completion of your order, you may receive an opportunity to review your purchased items, and we at HT Hughes would appreciate your feedback.

DELIVERY

Charges on the website cover delivery to UK addresses by DHL – this is a “proof of delivery service” (Signature Required). Note that it is the customers’ responsibility to provide clear, concise and indisputable delivery address details for every order (including email address and/or mobile number for parcel tracking) AND to be available to take delivery during the working day or make suitable arrangements to receive the goods.

Delivery of stock items normally takes 1 – 4 working days, and normally 10 – 14 days for embroidered/printed/non stock items.

Note that it is simply impossible for us to stock all items/colours/sizes shown on our website at all times, and not all products shown on our website are linked to a “live” stock system. Therefore you may be able to order an item that is not physically in stock. In this situation we will always try to offer information on the website about the likely delivery time of a particular product and/or contact you by e-mail or telephone within a maximum of one working day to inform you of the likely delivery time. If you require goods by a particular date please call our sales line to check stock levels/availability.

Delivery charges below are for orders placed via the website only.

For International Delivery please e-mail or telephone for a quotation.

Delivery Charges (UK Mainland excluding Scottish Highlands)

Order value up to £99.99 (excluding vat) @ £6.75

Order value £100.00 and over (excluding vat) FREE OF CHARGE

Delivery Charges (Other Areas)

Including :

Northern Ireland, Isle of Man & Isle of Wight.

All @ £17.50 (excluding vat)

Scilly Isles

Offshore Islands, including Orkney, Shetland, Hebrides.

Scottish Highlands, specifically the following postcode areas: AB36-38, AB55-56, FK17-21, All IV, All HS, KA27-28, All KW, PA 20-49,60-78, PH 17-26, 30-44, 49-50

All @ £16.00 (excluding vat)

RETURNS/EXCHANGES

Garments or PPE items can be returned to H T Hughes in an un-worn, clean, and re-saleable condition for any reason within 21 days of delivery. Garments should be returned with all original packaging and hangtags etc. Please return to us with reference to your original invoice or order number. In these circumstances we will provide a refund for the value of the goods returned.

Generally, returns to us must be made at the customer's own expense and for your own security we advise that you should use a "proof of delivery" service.

Re-delivery of replacement/exchange goods will also be at the customer's own expense, and will be charged at our standard rates.

In the case of a mistake or error by H T Hughes we will arrange collection and re-delivery of the goods free of charge.

Garments that have been personalised, embroidered, printed or altered in length/size can not be exchanged or returned unless due to fault by H T Hughes. Set-up charges for logos can not be refunded, unless due to fault by H T Hughes. As part of the "set-up" process we provide a proof of the logo for approval by the customer, and it is the responsibility of the customer to check that all the details are correct and agreed before giving the go ahead for embroidered or printed orders.

Clearance/Sale stock/end of line items can not be returned or refunded, unless due to manufacturing fault or picking error.