

ORDERING LATIKA KIT ONLINE

IMPORTANT INFORMATION

Ordering Latika Kit will now be much easier with our new online shop.

You will be ordering direct from the supplier and can order what you want when you want.

Here is some useful information:

PLACING YOUR ORDER

All garments are customized/personalized:

You will need to include your child's initials on your order as these will be put on items by default.

The words Latika JTC will be on the back of Hoodies.

The Latika Logo will be on all garments (including hats)

Make sure you have completed everything correctly before you place your order, particularly regarding the size/colour of the item.

CAN I AMEND MY ORDER AFTER I HAVE PLACED IT?

If you need to amend your order or change delivery options, delivery address or payment method please call Merchandise Clothing within 2 hours of placing the order. **Do not email Latika.**

Merchandise clothing number: 01384 24 22 20 or email sales@merchandise.clothing

CAN I CANCEL MY ORDER AFTER I HAVE PLACED IT?

You have 2 hours from placing your order to cancel it.

Call Merchandise Clothing on 01384 24 22 20 or email sales@merchandise.clothing

IN THE UNLIKELY EVENT THAT AN ITEM IS MISSING FROM YOUR ORDER

If an item is missing, please contact Merchandise Clothing with the order number and the missing item's name and number. They will resolve the issue for you as quickly as they can.

WHAT DO I DO IF I RECEIVE A FAULTY ITEM?

As soon as you discover a fault, please contact Merchandise Clothing Customer Care team with:

- The order number.
- The faulty item's name and number.
- A description of the fault.
- Where appropriate, an image of the fault can help Merchandise Clothing resolve the issue faster and may eliminate the need to return the items to us for inspection.

Merchandise Clothing will investigate the fault and respond accordingly. Inspection of the items may be needed, if this is the case we will request the items be returned for us to do this.

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After this time orders cannot be cancelled.

If you wish to cancel your order, please call Merchandise Clothing on 01384 24 22 20.

PRODUCTS/ STOCK

CAN YOU GIVE ME MORE INFORMATION ABOUT YOUR PRODUCT?

If you require any information on Latika products, please don't hesitate to get in contact with Merchandise Clothing: Call 01384 24 22 20 or email sales@merchandise.clothing

WHERE CAN I FIND CARE INSTRUCTIONS?

This information is included in the delivery package of the items. Typical Care Instructions are:

Care instructions for printed and embroidered garments.

Do not:

- Wash on a cycle hotter than 40*
- Iron directly on the transfer
- Tumble dry
- Dry on a radiator

TECHNICAL

I'm having trouble signing into my account?

Make sure you are using the same email address and password you registered with.

If you can't remember your password or are not able to log into your account, contact Merchandise Clothing's sales team who will be happy to help with a new login or password.

Call Merchandise Clothing on 01384 24 22 20 or email sales@merchandise.clothing

RETURNS/ REFUNDS

What is the returns policy?

IMPORTANT All garments are customised/personalised to order and are therefore non-returnable and non-refundable.

Refunds are only available if the garment is faulty.

Faulty Items

If the item is faulty you have 28 days from receiving your order to return it to us for a refund.

Any items returned after the 28 days will **NOT** be refunded.

All items will be inspected on return.

The goods are your responsibility until they reach Merchandise Clothing's warehouse, so make sure it's packed up properly to ensure they do not get damaged on the way.

HOW DO I RETURN MY PARCEL TO YOU?

You can return your parcel using any delivery service. Please notify Merchandise Clothing of the date the items were sent back to them so they are able to monitor for the return of the items.

CAN I RETURN AN ITEM FOR AN EXCHANGE INSTEAD OF A REFUND?

All garments are customised/personalised to order and are therefore not available for exchange.

How do I know if Merchandise Clothing have received my return?

It can usually take up to 7 working days (excluding weekends and bank holidays) from the date of your return for your parcel to be delivered back to their warehouse and processed.

They send you an email as soon as they completed your return, letting you know whether a refund or exchange has been processed. This is processed within the same working day of receiving your return into their warehouse.

Any refund will be automatically issued to the payment method you used to place your original order. This typically takes 5 working days in the UK, depending on your payment method issuer.

If you've returned more than one order in the same parcel, please allow 24 hours for all your returns to be completed.

If your returns haven't reached Merchandise Clothing after the returns timeframe, please get in touch using one of the contact options below so we can help you further.

Merchandise Clothing 01384 24 22 20 or email sales@merchandise.clothing

PAYMENTS

How do I use PayPal for my order?

To pay with PayPal, you'll need to set up a PayPal account. It only takes minutes to open and it's free.

Log into your account, choose the option to pay with PayPal. From here you will be directed to PayPal to proceed with payment.

Why pay with PayPal?

It's safer: We only receive payment for the order, no card information is provided to us directly.

It's easier: All you need is an email address and password to pay online.

It's faster: With no need to type in your card details, you can check out in a few clicks.

Can I place and order via telephone?

Yes, call us on 01384 24 22 20 and we can take your order over the phone.

Our opening hours are 9.00am - 6.00pm Monday to Friday.

DELIVERY

What should I do if my order hasn't been delivered yet?

If your order hasn't been delivered within 7-14 working days from the date you placed your order please contact Merchandise Clothing.

01384 24 22 20 or email sales@merchandise.clothing

My order status is still 'processing' when will it be shipped?

If the status of your order is showing as 'order processing', it means that Merchandise Clothing are still handling your order ready to be sent out.

You'll receive an email when they send your order letting you know that your order has been shipped.

WHO WILL BE DELIVERING MY ITEMS?

Dependent on the size of the order the delivery will be made by DPD courier services or Royal Mail Postage. The information for this will be emailed to you when the order is placed.

CAN I HAVE MY PARCEL RE-DIRECTED TO A DIFFERENT ADDRESS?

For your security, we aren't able to change the address your order is being sent to.