

Meshebah Community Interest Company Terms & Conditions

Ordering Information

Orders can be placed by phone, email, or through our online portal, Meshebah. Email orders should be directed to info@meshebahcic.co.uk. There is no minimum order requirement for stock items. Orders are subject to our standard pricing of products/services unless otherwise specified.

Carriage Charges

UK Mainland Only:

- Next-day noon delivery is standard for all orders to England, Scotland, and Wales, excluding Scottish Highlands and Islands.
- Orders above £250 ex VAT qualify for free Next Day Pre 12 delivery.
- A £9.60 delivery charge applies to orders under £150 ex VAT for Two-Day delivery.

Northern Ireland:

- Two-Day Delivery is standard for all orders.
- Orders above £250 ex VAT qualify for free Two-Day Delivery.
- A £9.60 delivery charge applies to orders under £250 ex VAT.

Scottish Highlands and Islands:

- Two-Day Delivery is standard for all orders.

For other destinations and Saturday delivery services, please enquire at info@meshebahcic.co.uk.

Returns Policy

- Printed or embroidered garments are non-returnable. Please ensure order accuracy before processing.
- Only faulty garments that are unworn and unprocessed are eligible for return within seven days for credit, against a Returns Number provided by us.
- A RETURNS NUMBER is required for all returns. Unauthorised returns will not be accepted.
- Returned items must be in sellable condition and appropriate packaging. Damaged or inadequately packaged goods will not be accepted.
- A handling charge of 10% plus carriage charges applies to correctly supplied goods.
- Formal shirts must be in their original packaging to be eligible for return.

- Telephone orders: We are not liable for errors after order confirmation.
- Deliveries must be checked for accuracy upon receipt; we are not responsible for parcel count discrepancies.
- Returns should be sent to our WAREHOUSE address unless otherwise instructed.

Samples

- Samples are chargeable and returnable in original condition, with a full credit less delivery charge.

Payments

- Non-account customers must pay by credit/debit card when ordering. A 30-day credit term is available upon successful credit application, subject to satisfactory references and credit checks.

Policies

- Prices are valid from order acknowledgement and exclusive of VAT and delivery unless stated otherwise.
- We may invoice separately for consignments, each considered a separate contract.
- Delivery dates are approximate; we are not liable for delays beyond our control.

About Cookies

- Cookies are essential for our site functionality and enhance user experience.
- By using our site, you consent to the use of cookies for secure sign-in, browsing efficiency, and marketing purposes.
- We use cookies for site performance, re-marketing, and social media interaction facilitation.
- More information on cookies used by third-party social sites can be found on their respective websites.

By placing an order or using our website, you agree to these terms and conditions.