

Terms and Conditions

By using the BudPolo site, you signify your agreement to be bound by our terms, so please read them carefully. If you do not agree with them, do not use this site.

We will endeavour to provide uninterrupted, error free access to the website, however this cannot be guaranteed due to the nature of the Internet.

Our Contract

We will collect information from you to transact an order, or keep you informed of our services. Please read our privacy policy for more information. When placing an order to purchase goods, you will be sent an email confirming receipt of the order and the order details. A contract between you and BudPolo will only take place once the order has been accepted, processed and items despatched.

Pricing

All products are priced in Pounds Sterling and include UK VAT at the prevailing rate where applicable. If you are outside the UK, any customs or import duties due when your package reaches its destination country will be your responsibility. Occasionally, despite our best endeavours, products appear mispriced, however we verify prices as part of our order confirmation email. If the correct price is lower than that promoted, we will always charge you the lower amount and send you the product. If the correct price is higher, we will either contact you to advise you and request instructions before despatch or cancel the order and notify you accordingly.

Customs

BudPolo are not responsible for and duties and taxes levied for customers ordering goods to be sent outside the UK. You must pay any charges for customs, we have no control over these, as customs policies vary from time to time and country to country. Contact your local customs officer for full details and regulations.

Availability

Some items are bespoke and will be ordered on demand, if this is the case, we will inform you. Otherwise, we aim to deliver your items, as per the item detail. All delivery dates are estimates and are subject to availability.

Payment

We accept online payments through a secure environment by credit or debit card and transactions are shown in Pounds Sterling. Do not email your card details. No responsibility can be taken for security if you provide your details in this way. Card fraud is illegal and will always lead to prosecution.

Promotional Codes

Sometimes, BudPolo offer promotional codes. These will be applied at time of sale. Please note, that codes are one time use only.

By participating in any such promotion, you agree to these terms and conditions:

1. Promotional codes can only be applied to full price items.
2. Promotional codes allow the user one single use at BudPolo.co.uk
3. Promotional code offers exclude all other promotions and offers and cannot be combined with any other discounts.
4. This offer cannot be applied retrospectively to previous orders.
5. BudPolo reserves the right to (i) cancel this offer at any time (ii) refuse to allow any individual to participate in the offer (iii) amend these terms and conditions (and will use reasonable endeavours to notify changes to all customers.)
6. Refunds will take into account the discount
7. Offer does not include delivery charges
8. These terms and conditions shall be governed by and construed in accordance with English law and exclusive jurisdiction of the English courts in the event of a dispute.

Returns

If you return an item to us within 8 days in perfect condition, complete with the original packaging, we will be happy to exchange or refund you with the original price. This does not affect your statutory rights.

Please note that personalised and 'Special Order' items cannot be cancelled once the order has been processed.

You must make your own arrangements to return goods to us and you will be responsible for the cost of return. We recommend that you obtain proof of postage as you are responsible for the returned goods until they arrive at our store.

If you wish to return an item please complete the returns form which can be found at the bottom of this page, include it in your parcel and post it to:

PLEASE NOTE: Sale Items are non-refundable: we will exchange or send vouchers to the value.

Returns Department
BudPolo
Bouverie House,
St Johns Close,
Pewsey,
SN9 5BJ

Fair Wear & Tear Guarantee

Certain products are guaranteed valid from the date of receipt, with a manufacturers guarantee providing they are used in accordance with the manufacturers' recommendations (fair wear and tear). If you have any questions regarding the guarantee, please contact us. In the event of any dispute or uncertainty about the validity of the item for replacement or refund under the guarantee, BudPolo reserve the right to return the item to the manufacturer for their own assessment and feedback. Please allow up to 30 days for an exchange or refund in such instances. This is an addition to your statutory rights.

If you have any further questions, please contact us.

Hygiene Regulations

Due to the Health and Safety regulations and the hygienic problems involved with the inspection of Footwear, Face Masks, Clothing and Horse Clothing, we are unable to handle and inspect any item unless it is clean and dry (Health and Safety at Work Act 1974)

Website Access

When using the website, you are responsible for ensuring that your account details and passwords remain confidential and you agree to accept responsibility for all activities occurring under your account and password. If you believe this information has become known to someone else or that your account is being misused contact us immediately.

When registering your details ensure that the information you provide us with is complete and correct. You should advise us as soon as possible should this change or you wish your details removed.

Bud Polo reserves the right to edit or remove content, refuse access to the website or cancel orders at our discretion. If we cancel an order, it will be without charge to you and you will be notified immediately.

Please Note: We are unable to add to or amend orders after we have accepted the order by email or the artwork for bespoke items is approved.

The contents of the website may not be reproduced, duplicated, copied, sold, downloaded or distributed by any means to third parties without our express consent.

You may copy or print details for the sole purpose of using the website for your order.

You must not use the website in any way that is like to cause, or causes the website or access to it to be interrupted, damaged or impaired in any way.

You must not use the website for fraudulent purposes, spamming or any unlawful activity.

Liability

Bud Polo is not providing any recommendations, advice or endorsements to any product or services promoted on the website. The material on the website is provided for information only and to the best of our ability.

Copyright

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Links

The website may contain links to other websites. These are provided for your convenience.

Bud Polo is not responsible for the practices of other websites and companies.