

RescueFit UK Ltd. PRODUCT PROMISE V.1.0 (2022)

Please email admin@rescue-fit.com with your order number at the earliest opportunity.

1 >>> WHO WE ARE:

1.1 - RescueFit® UK Ltd. is owned by Bradley Wheeler. Its offices are registered at 5 St. Mary's Lane, Harlow, CM202GU. You can contact RescueFit® UK Ltd. directly by emailing admin@rescue-fit.com.

2 >>> CONTACTING RescueFit® UK Ltd:

2.1 - If you have any issues with goods or services, please look through our FAQ and online articles to find a solution to your problem. If you are unable to, please contact us to begin a conversation. Please only use one channel at a time as multiple requests through many channels may delay response times. We check all our social/business messaging platforms multiple times a week, sometimes per day. We will get back to you as soon as we can.

3 >>> OUR PRODUCTS:

3.1 - You should find a description of our goods and services on the corresponding page before entering any financial transaction. During the checkout phase you will be given the final price (after any discount or sale) and the VAT that may/may not be charged.

4 >>> HOW TO PAY:

4.1 - Our customers are able to pay in many ways that will be listed in the checkout phase of the transaction however generally include PayPal and Website Transaction via WIX.

5 >>> AFTER AN ORDER IS PLACED:

5.1 - RescueFit® UK Ltd. will provide a copy of the contract on paper, by email or another format the customer can save for future reference. A copy of the contract will be provided no later than when the goods are delivered. RescueFit® UK Ltd. will deliver the goods within 30 days, unless you've agreed otherwise such as in a 'PRE-ORDER' description, in which case an estimated time for delivery will be given.

6 >>> PRODUCT PROMISE:

6.1 - Although the UK Government 'online and distance selling' rules do not apply to goods and services worth £42 or less, RescueFit® UK Ltd. will, where possible, treat all products within these rules to ensure complete satisfaction with the items that we offer our customers.

7 >>> UK VAT REGISTERED BUSINESS:

7.1 - RescueFit® UK Ltd. is a UK VAT registered business and will charge customers VAT, where required, on goods and services. The company VAT identification number is #421357815. When selling goods or services RescueFit® UK Ltd. will:

- work out the VAT-inclusive price using the correct VAT rate (standard, reduced or zero-rated) to display.
- show the VAT information on our invoice - with our VAT number and display the VAT separately.

Most goods and services provided by RescueFit® UK Ltd. that are covered by VAT laws are at the standard rate of 20%.

Notable VAT Exemptions:

- Children's clothing