

Terms & Conditions

This website is operated by Personalised by PBTSB. Our principal place of business is located in Blackpool, Cork, Ireland. We are committed to selling high-quality unique products, but we also understand that there may be times when you need to exchange due to sizing issues or get a refund due to damages during transit. See below the terms and conditions that govern our business:

1. Identification and Contact Information

This website/application is operated by Personalised by PBTSB. Principal location is in Blackpool, Cork, Ireland. You can contact us by:

- Using our website contact form
- Emailing: info@personalisedbypbtsb.com and pbtsbfashions@gmail.com

2. Description of Products/Services

Personalised by PBTSB provides:

handmade personalised tutus with an option to get matching top and head gear upon request personalised mugs.

3. User Accounts and Content Restrictions

Users are prohibited from posting or transmitting through the Personalised by PBTSB site or service any unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, sexually explicit, discriminatory, or otherwise objectionable material of any kind, including but not limited to any material that encourages conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any applicable local, state, national, or international law.

4. Order Placement, Pricing, Payment Methods and Cancellation

Purchasers:

- Must be at least 18 years old.
- We reserve the right to refuse service to anyone for any reason at any time.
- Our services are not available in prohibited jurisdictions.

Orders:

- Confirmation email sent with details and total cost.

- Personalised by PBTSB reserves the right to cancel orders before dispatch due to stock shortage or any other uncontrollable reason such as Extreme Bad Weather, Bereavement and other unforeseen circumstances..

Payments:

- We accept the following methods: Visa, MasterCard

Prices:

- All prices are subject to change without notice

Delivery:

- Dispatch within 3 business days.
- Delivery within 3-5 business days. This timeframe could change during peak periods like Christmas as postage services nationwide experience delays.
- Delivery areas: All over Ireland.

Cancellation:

- Within 24 hours of placing the order, if not yet dispatched.
- Customers must request cancellation through **Contact Us** form dedicated.

5. Product Availability

All of our items are subject to availability. We will make our best efforts to inform you as soon as possible if the goods you have ordered are not available, or if shipment may be delayed.

Withdrawal Right

Customers have the right to withdraw from the contract within 24hours of ordering without giving any reason. The withdrawal period expires after 24hours from the day of ordering of the goods.

6. Website Display

Please bear in mind that photos may slightly differ from the actual products in terms of colour due to the lighting during photo shooting or the monitor's display. By submitting your order you accept these facts.

7. Returns

If you wish to return a damaged item, you may do so upon receiving the order. You must contact us immediately via 'email' or 'Contact Us' form with proof (image) of the damaged goods. We reserve the right to refuse returns or to charge you for our reasonable cost if the product is received otherwise than in accordance with these requirements. You are

responsible to pay the cost of returning the goods and must ensure that it is returned in protective packaging. Refunds will be applied to the original method of payment that was used to purchase the item. Please note that personalised (customised) items cannot be returned. This does not affect your statutory rights. Please if you wish to return an item.

8. Safety Information and Instructions for Use

Our clothing products in particular 'tutus' are hand wash only and mugs are microwave and dishwasher safe therefore must be used in accordance with the provided instructions and guidelines. Failure to do so can result in damage of the product

By using the PersonalisedbyPBTBSB website you agree to abide by these Terms and Conditions. Your continued use after reading has been noted meaning you agree to be legally bound by these updated terms.

Date of last update: 07 November 2024