

Terms and Conditions

Delivery

Our charges:

We make a charge of £2.99 for all mainland UK deliveries, £3.99 for Europe and £4.99 for the rest of the World. Please allow up to 14 working days for UK delivery and up to 20 days for Europe and the rest of the World, although we endeavor to despatch our items for arrival within 3-5 days. At a cost of £8.00 we can despatch an order the same day (Excluding Embroideries orders have to be placed before midday for this service), please contact us.

Returns Policy

We are happy to exchange or refund if you are not entirely satisfied with our products. You may return them to us within 14 days of receipt. Please return item(s) with proof of purchase, in perfect condition. Making Returns

Please fill out your return slip sent with item and return to: Axent Embroidery Ltd
 21 Albany Park
 Cabot Lane
 Poole
 Dorset
 BH17 7BX
 United Kingdom

T: +44 (0)1202 658000 Please note: any discount offers cannot be used in conjunction with wholesale orders. If you wish to become a trade customer, please do not hesitate to contact us on +44 (0)1202 658000. Your Right To Cancel

You may normally cancel your order (once accepted by us, Excluding embroideries) for any reason up to the point of despatch. If you do cancel the contract within this time any payments made by you will be refunded in full within 30 days.

Payment and Taxes We accept online payment in a secure environment by credit card or by cheque made payable to Axent Embroidery Ltd (please write your name and address on reverse). We currently accept Visa, Mastercard, Delta, Switch, Visa Electron, American Express, Solo, Maestro and JCB. All transactions are shown in £ sterling.

Prices quoted on this website are in £ pounds sterling and inclusive of UK sales tax (VAT). If your order is being despatched to a destination outside the European Community (EC) then your sales tax will be zero. If your order is being sent to a member state of the EC then the selling price will include VAT at the current rate. The current rate of VAT is 17.5%. Any customs or import duties levied once the package reaches your destination country will be your responsibility as we have no control over these charges and cannot predict them. Our Details

Axent Embroidery Ltd
 21 Albany Park
 Cabot Lane
 Poole
 Dorset
 BH17 7BX
 United Kingdom
 T: +44 (0)1202 658000

Information we need from you - Privacy Policy

Upon placing an order, we need your name, address, telephone number, e-mail address, credit / debit card number, expiry date and issue number.

provided to: - confirm the receipt of your order, process and inform you of dispatch procedures. - inform you of future developments, new services, special offers and promotions.	How we use the information	We will use the information Safety and Security
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All our transactions are placed using ProtX, we do not save any credit card information to our database. To recognise when your data is secure you will see a small padlock appear at the bottom of your browser window. In
 accordance with the Data Protection Acts of 1984 we follow strict security procedures in how we store and disclose information. Payment Information

We accept online payments in a secure environment by credit card or cheque. We currently accept Visa, Mastercard, American Express, Delta, Switch, Visa Electron, Solo, Maestro and JCB.

All transactions are in £ pounds sterling. VAT & Duty Prices on the site are quoted in £
 pounds sterling and are inclusive of UK sales tax (VAT) where appropriate. The current rate of VAT is 17.5%.

If your order is being despatched outside of the European Community (EC) then your sales tax will be zero. If your order is being sent to a member state of the EC then your invoice will include VAT at 17.5%.

Contact Us

If you would like to contact us, please do so by:

E-mail: blankie@axentembroidery.com

Telephone: +44 (0)1202 658000

For trade enquiries please contact us on blankie@axentembroidery.com