

[https:// UnitedShopUK.merchandisecollection.com](https://UnitedShopUK.merchandisecollection.com)

FAQs and Terms and Conditions

1. About Us

This web site is owned and operated for and on behalf of Marke Creative Merchandise:
Marke Creative Merchandise Limited, The Smith, 145 London Road, Kingston Upon Thames
KT2 6NH, United Kingdom
Registered in England and Wales No. 1344718 - VAT No. GB237 1096 71

2. Contact us

If your question is not shown below, please get in touch with our Customer Support team:
Email: UnitedShop@MarkeCreative.com
Phone: +44 (0) 20 8640 2999

Opening hours

9.00am – 5.30pm hours GMT, Monday – Friday excluding UK Public Holidays.
We are also closed from Christmas Eve until the day after New Year's Day.

3. Placing an order

You can place an order on our website by selecting the product (s) you want to buy and adding them to your Cart. Items can be added or removed at any time from your Cart. You will see a summary of your order to review before payment is required.

4. Order payment

The total price shown will include shipping/delivery costs and VAT where applicable.
We accept American Express, Maestro, Mastercard and Visa. We will ask you to provide payment information at checkout for the full value of your order via a secure online payment facility. Promotional prices will only apply for the period stated.

5. Order confirmation

After you place and pay for an order on the website you will receive a payment authorisation email and an order confirmation email. The order confirmation email will contain your shipping address, your order number and any other relevant information. The receipt of an email order confirmation is recognition that we have received your requested order and does not constitute an offer to sell or that a contract has been made between us. We will then process your order, take payment and send you a dispatch/delivery confirmation email and at this point a contract will have been made between us.

If we are unable to supply a specific item or should the pricing differ from that shown on the website, we reserve the right to cancel the contract between us and refund payment.

By placing an order with us, you agree to and accept these terms, our Privacy Policy and all terms relating to use of our website.

Please see: www.markecreativemerchandise.com

All Terms and Conditions and Contracts are governed by the laws of England and Wales.

6. Amending orders

If you would like to amend your order before it is posted/shipped, please contact us. Please note it will not be possible to amend or cancel your order once it has been dispatched.

7. Shipping and delivery

After processing, your order will be shipped once all items in your order are available. We will advise you by email if delivery of any item is delayed or not immediately available. In these circumstances, we will ask you whether you would like your order to be split over several shipments or to wait until all items are available to send out. Please note that you may incur additional delivery charges for split shipments.

8. UK and European Union deliveries

For UK and European Union (EU) deliveries, during our normal business working hours, we aim to ship orders within 48 hours of order confirmation provided all items are in stock. (Please see "Opening hours"). For orders shipping outside the UK and the EU, please allow additional time for export document preparation and transit.

9. International deliveries

International shipments are available provided the item is approved to be sent and will clear local customs. Upon receipt of international orders, we will assess the rules of export and contact you if there are issues with fulfilling your order. Any customs or import duties levied once the package reaches your country will be your responsibility as we have no control over these charges and cannot predict what they might be.

10. Multiple delivery addresses

If you would like your order shipped to multiple addresses or would like more information, please contact us.

11. Delivery timeframes

Delivery timeframes may vary but as a guideline;

UK delivery: 1-3 business days, EU delivery: 3-5 business days and Rest of World delivery: 5-10 working days, dependent on individual Custom departments.

12. Delivery costs

To check the shipping/delivery costs for orders please add the products you wish to buy to your Cart and then add your shipping details. The shipping/delivery costs will show in your checkout summary. No payment will be taken until you have completed the checkout, entered and confirmed your payment details.

13. Tracking your orders

Click on "My Account". From there, you can click on "Order History" to view a summary of the orders you have placed. Once your order has shipped, you will receive a final confirmation email that will contain a tracking number if one has been provided by the carrier. If your order has been split into multiple shipments, you will receive an email confirmation with a separate tracking number for each delivery. If your order does not arrive when expected, please contact us.

14. Returns

This policy only applies to private individuals/consumers and does not apply to business-to-business (B2B) contacts as these are exempt from Distance Selling Regulations:

If the merchandise you ordered does not meet your expectations for any reason, we will gladly exchange it or accept the return for a refund within 30 days from the date of delivery. Please contact us by email or phone with your order reference.

If you cancel your order and require a refund, you must return the item(s) to us within 30 days of cancellation, in a re-saleable condition, complete with original packaging at your own cost. Please include a completed Returns Form. You must ensure that the items are protected against damage and adequately packaged.

We will refund the full value of the order (excluding the original shipping costs) and credit the payment card you used to pay at time of ordering within 30 days following receipt of the returned item(s).

15. Exchanges

If the product you ordered does not meet your expectations and you would like an exchange, you must return it to us within 30 days from the date of delivery at your own expense. Please see 'Returns' for more information. You will only be able to track your return if you choose and pay for this method of postage with your carrier.

Any returns must be in a re-saleable condition, complete with original packaging. Please use the Returns Form or contact us and we will gladly arrange the exchange of item(s) and advise if you will be required to pay additional shipping costs.

16. International Returns

Please contact us if you require an International Return authorisation number.

17. Missing item, wrong item or faulty item delivered

Please contact us if any items were missing, if you received the wrong item or a damaged or faulty item within 5 days of delivery. Please send us a digital photograph of any damaged or faulty items by email quoting your order reference. If a product exchange or replacement is required we will arrange this as quickly as possible and without extra charge. Your statutory rights will not be affected.

If the item is no longer available, we may offer you an alternative or a refund. Our liability will be to replace the faulty item only and we may not be able to offer you an exact match but we will endeavour to find as close a match as possible.

18. Missing parcel claims

If your parcel does not arrive when expected, please contact us by email to advise us within 14 days of the advised shipping/delivery date. After that period, we will not accept any claims for the missing parcel.

19. Liability

We are not liable for any damages whatsoever, in any form whatsoever, whether they are direct or indirect, which could be the result of the use, or the unsuitability, respectively, of what we have delivered. This does not affect any provisions of obligatory law which have been laid down in statutory provisions.

The images of the products and packaging on our website are for illustrative purposes only and items may differ slightly from those shown. Although we have used reasonable efforts to display the colours accurately, we cannot guarantee that the colours will show accurately on all devices.

20. Applicable Law

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