



Consumer Terms and Policy Pack

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Consumer Terms and Conditions of Sale

These Consumer Terms and Conditions of Sale (the “Terms”) apply only to consumers and purchases made by individual consumers acting wholly or mainly outside their trade, business, craft or profession. They do not apply to business or wholesale purchases.

Company information

Seller: Bodable Limited (company incorporated in England and Wales).

Registered office: 40 Foregate Street, Worcester, WR1 1EE.

Company number: 16996047

VAT number (if applicable): 512573704

Contact email: Hello@Bodable.com

Website: www.Bodable.com

Contractual precedence

These Terms constitute the principal consumer contract between you and Bodable Limited. In the event of any conflict between these Terms and any other consumer-facing policy published by the Company, these Terms shall prevail except where mandatory consumer law requires otherwise.

1. Definitions and interpretation

1.1 In these Terms, the following definitions apply:

“ADR” means alternative dispute resolution within the meaning of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

“Company” means Bodable Limited whose details are given in company information above.

“Consumer” means has the meaning given in section 2(3) of the Consumer Rights Act 2015.

“Consumer Contracts Regulations” means the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

“Cooling-Off Period” means the 14-day cancellation period provided for Distance Contracts under the Consumer Contracts Regulations.

“Credit Note / Store Credit” means a non-cash credit issued by the Company in accordance with clause 13.

“Delivery Date” means any estimated date for delivery, which is indicative only and not binding.

“Distance Contract” means has the meaning given in regulation 5 of the Consumer Contracts Regulations.

“Goods” means the clothing and related consumer products supplied by the Company.

“Minor Variations” means minor differences in colour, shade, texture, finish, sizing tolerance, packaging or appearance which do not materially affect the nature, quality, functionality or intended use of the Goods.

“Order” means your order for Goods placed via the Website.

“Physical Possession” means the point at which the Goods are recorded by the delivery carrier as delivered to the delivery address specified in your Order, whether or not you are personally present at that time.

“Pre-Order” means an Order for Goods not yet available for immediate dispatch.

“Statutory Rights” means rights and remedies provided to consumers under applicable law, including the Consumer Rights Act 2015 and Consumer Contracts Regulations.

“Website” means the Company’s website(s) through which Orders are placed or which other information about the company is published.

1.2 References to legislation include all amendments and replacements. Headings are for convenience only and do not affect interpretation.

1.3 Nothing in these Terms affects your Statutory Rights.

2. Scope and eligibility

2.1 These Terms apply only to Consumers and Consumers purchasing Goods for personal use within the United Kingdom.

2.2 Orders placed for business or resale purposes are not governed by these Terms.



3. Formation of contract

3.1 The Website constitutes an invitation to treat. Your Order constitutes an offer to purchase the Goods in accordance with these Terms.

3.2 A binding contract is formed only when the Company issues an order confirmation accepting your Order.

3.3 The Company may refuse or cancel Orders where Goods are unavailable, pricing errors occur, or fraud is suspected.

4. Goods and product information

4.1 Images, descriptions and specifications of Goods are for illustrative purposes only.

4.2 Minor Variations do not constitute a defect or misdescription.

4.3 Sizing information is provided as guidance only.

5. Price and payment

5.1 Prices are shown in GBP and include VAT where applicable unless otherwise stated.

5.2 Payment is required in full at the time of Order.

5.3 The Company does not store payment card details. These may be stored by our third-party partners.

6. Delivery

6.1 Delivery Dates are estimates only and not binding.

6.2 Risk passes when the Goods enter your Physical Possession.

7. Pre-Orders

7.1 Pre-Orders are advance purchases for future supply.

7.2 Delivery estimates for Pre-Orders are non-binding.

7.3 You retain statutory cancellation rights for Pre-Orders.

7.4 After expiry of the Cooling-Off Period, cancellation of a Pre-Order may be settled by Store Credit instead of a cash refund, where permitted by law.

7.5 Where the Company is unable to supply the Goods comprising a Pre-Order, the Company shall issue Store Credit equal to the amount paid for the Pre-Order, excluding any promotional discount, voucher or price reduction applied at the time of purchase.

8. Consumer cancellation rights

8.1 You may cancel a Distance Contract within the Cooling-Off Period without giving any reason.

8.2 Refunds will be processed in accordance with the Consumer Contracts Regulations.

9. Promotions and discount codes

9.1 The Company may from time to time offer promotions, discounts, promotional codes, introductory offers, sale pricing, early-access offers or other marketing offers in respect of selected Goods.

9.2 All promotions are subject to availability, applicable eligibility criteria, stated time limits and any additional promotional terms made available at the time of the offer.

9.3 Unless expressly stated otherwise, promotional codes and discounts:

(a) may only be used once per Customer;

(b) may not be combined with any other promotion, discount, credit, voucher or offer;

(c) may not be applied retrospectively to Orders already placed;

(d) have no cash value; and

(e) may be withdrawn, suspended or amended by the Company where reasonably necessary.

9.4 The Company reserves the right to refuse, cancel or reverse the application of any promotion or discount where it reasonably believes that the promotion has been misused, applied in error, obtained fraudulently, or used otherwise than in accordance with the applicable promotional terms.

9.5 Where a promotional discount, voucher, code or price reduction has been applied to an Order, any refund, Credit Note or Store Credit shall be calculated by reference to the amount actually paid by the Consumer for the relevant Goods, and not by reference to the undiscounted or recommended retail price.



9.6 Where a promotional discount has been applied to a Pre-Order, any Store Credit issued under clause 7.5 shall be limited to the amount actually paid by the Consumer for the relevant Pre-Order item, excluding any promotional discount, voucher, code or price reduction applied at the time of purchase.

9.7 Nothing in this clause 9 affects the Consumer's Statutory Rights, including rights in respect of Goods that are faulty, misdescribed, not of satisfactory quality or otherwise do not conform to the contract under the Consumer Rights Act 2015.

10. Faulty Goods

10.1 Goods must be as described, of satisfactory quality and fit for purpose under the Consumer Rights Act 2015.

10.2 Your remedies include repair, replacement or refund in accordance with the Consumer Rights Act 2015.

11. Liability

11.1 The Company's total liability to you for loss or damage arising out of or in connection with these Terms shall be limited to the price paid for the relevant Goods, except where such limitation is not permitted by law.

11.2 The Company is not liable for business losses suffered by Consumers.

12. Complaints and ADR

12.1 Complaints should be submitted in accordance with the Company's complaints procedure.

12.2 ADR may be offered at the discretion of the Company and participation in ADR is voluntary and does not affect your Statutory Rights.

13. Credit Notes and Store Credit

13.1 Store Credit has no cash value and is non-transferable.

13.2 Store Credit shall expire 12 months from the date of issue unless a different expiry period is stated at the time of issue.

13.3 Store Credit does not affect your Statutory Rights.

14. Governing law and jurisdiction

14.1 These Terms are governed by the law of England and Wales.

14.2 Consumers may bring proceedings in their local courts where permitted by law.



Consumer Returns, Refunds and Cancellation Policy

This Policy applies only to Consumers and must be read in conjunction with the Consumer Terms and Conditions of Sale, in particular clauses 8 (Consumer cancellation rights), 10 (Faulty Goods) and 11 (Liability). In the event of conflict, the Consumer Terms and Conditions of Sale prevail.

1. Statutory cancellation rights

Consumers have the right to cancel a Distance Contract within the Cooling-Off Period in accordance with clause 8 of the Consumer Terms and Conditions and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Returns following cancellation

Returned Goods must be unused, unworn and returned in accordance with the instructions provided. Consumers are responsible for return costs unless the Goods are faulty or misdescribed.

3. Faulty Goods

Faulty, misdescribed or non-conforming Goods are governed by clause 9 of the Consumer Terms and Conditions and the Consumer Rights Act 2015.

4. Refund method and timing

Refunds will be issued using the original payment method in accordance with clause 8.2 of the Consumer Terms and Conditions, unless otherwise required by law.



Consumer Pre-Order and Early Access Policy

This Policy supplements clause 7 (Pre-Orders) of the Consumer Terms and Conditions of Sale and does not replace them.

1. Nature of pre-orders

Pre-Orders are advance purchases for future supply. Delivery dates are estimates only and are not binding, as stated in clause 7.2.

2. Cancellation and cooling-off

Consumers retain statutory cancellation rights in accordance with clause 7.3 and clause 8 of the Consumer Terms and Conditions.

3. Inability to supply

Where the Company is unable to supply pre-ordered Goods, Store Credit will be issued in accordance with clause 7.5 of the Consumer Terms and Conditions.



Consumer Credit Note and Store Credit Policy

This Policy supplements clause 13 (Credit Notes and Store Credit) of the Consumer Terms and Conditions of Sale. In the event of conflict, clause 13 prevails.

1. Nature of Store Credit

Store Credit is a non-cash, non-transferable credit with no cash value.

2. Expiry

Store Credit expires 12 months from the date of issue unless a different expiry period is stated at the time of issue, in accordance with clause 13.2 of the Consumer Terms and Conditions.

3. Redemption

Store Credit may be redeemed only against purchases on the Website and may not be exchanged for cash.



Consumer Delivery and Shipping Policy

This Policy supplements clause 6 (Delivery) of the Consumer Terms and Conditions of Sale.

1. Delivery dates

All delivery dates are estimates only and non-binding, as stated in clause 6.1 of the Consumer Terms and Conditions.

2. Risk

Risk passes when the Goods enter the Consumer's Physical Possession as defined in clause 1.1 of the Consumer Terms and Conditions.



Consumer Sales and Promotions Policy

This Policy supplements clause 9 (Promotions and discount codes) of the Consumer Terms and Conditions of Sale. In the event of conflict, the Consumer Terms and Conditions of Sale prevail.

1. Availability

All promotions are subject to availability and may be withdrawn or amended at any time, subject to mandatory consumer law.

2. Discount codes

Discount codes are single-use unless stated otherwise and may not be combined.

3. Pre-orders and promotions

Promotional discounts applied to Pre-Orders do not increase the value of any Store Credit issued under clause 7.5 of the Consumer Terms and Conditions.



Consumer Payment and Security Policy

This Policy supplements clause 5 (Price and payment) of the Consumer Terms and Conditions of Sale.

1. Payment methods

Accepted payment methods are displayed at checkout and may change from time to time.

2. Timing of payment

Payment is required in full at the time an Order is placed, as stated in clause 5.2 of the Consumer Terms and Conditions.

3. Security

Payments are processed using PCI-DSS compliant payment service providers. The Company does not store full payment card details.

4. Fraud prevention

The Company may suspend or cancel Orders where it reasonably suspects fraudulent or unauthorised activity.



Consumer Complaints Handling Policy

This Policy operates in conjunction with clause 12 (Complaints and ADR) of the Consumer Terms and Conditions of Sale.

1. Making a complaint

Consumers should submit complaints using the contact details set out in the Consumer Terms and Conditions.

2. ADR

ADR may be offered at the discretion of the Company in accordance with clause 12.2 of the Consumer Terms and Conditions and does not affect Consumers' statutory rights.

