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SPORTSAL

TERMS & CONDITIONS



SPORTSAL UK LTD

TERMS & CONDITIONS OF SALE

Last Updated: APRIL 2026

Please read these Terms and Conditions carefully before placing an order with Sportsal UK Ltd ("Sportsal", "we", "our" or "us").

By placing an order with Sportsal UK Ltd, paying an invoice, paying a deposit or approving artwork for production, the Customer confirms acceptance of these Terms and Conditions.

APPLICATION OF TERMS

1.1 These Terms and Conditions apply to all quotations, sales, goods and services supplied by Sportsal.

1.2 These Terms shall prevail over any terms proposed by the Customer unless agreed in writing by a Director of Sportsal.

QUOTATIONS

2.1 Quotations are valid for 14 calendar days from the date of issue unless otherwise stated in writing.

2.2 Quotations may not include delivery charges unless expressly stated.

2.3 Sportsal reserves the right to amend quotations after expiry of the validity period.

ORDERS & LEAD TIMES

3.1 All lead times provided by Sportsal are estimates only unless expressly confirmed in writing.

3.2 Sportsal will use reasonable endeavours to meet estimated delivery dates but shall not be liable for delays caused by:

- Manufacturing delays
- Supply chain disruption
- Shipping delays
- Customs clearance
- Material shortages
- Events beyond our reasonable control

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3.3 Production lead times commence only once:

- Final artwork approval has been received
- Sizing has been confirmed
- All required information has been provided
- Payment has been received in full
- The Customer has been issued with an official Sportsal Order Reference

3.4 An order shall not be deemed accepted, confirmed or entered into production until an official Sportsal Order Reference has been issued to the Customer.

3.5 If the Customer has not received an Order Reference, they should contact Sportsal immediately. Quotations, design discussions, sizing submissions, artwork approvals or payment alone do not constitute confirmation that an order has been accepted for production.

3.6 Once an official Sportsal Order Reference has been issued, the order is deemed final and no further changes can be made. It is the Customer's responsibility to ensure all artwork, sizes, quantities, names, numbers, sponsor details and specifications have been checked and approved prior to submission of the order.

PAYMENT

4.1 Full payment is required before production commences unless otherwise agreed in writing.

4.2 Sportsal reserves the right to suspend work on any order where payment remains outstanding.

4.3 Ownership of all goods shall remain with Sportsal until payment has been received in full.

4.4 The Customer shall be liable for all reasonable costs incurred by Sportsal in recovering overdue debts including collection agency fees, legal costs and court fees where applicable.

4.5 Top up orders can be placed via the reorder link online



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DESIGN, SIZING & CUSTOMER APPROVAL

5.1 The Customer is solely responsible for checking and approving:

- Artwork
- Colours
- Logos
- Names
- Numbers
- Garment specifications
- Sizes

5.2 Sportsal may provide guidance regarding sizing and design, however final responsibility remains with the Customer.

5.3 Once approval has been provided, Sportsal accepts no liability for errors subsequently identified by the Customer.

5.4 Approval may be provided by email, WhatsApp, electronic signature, online approval portal or any other written communication. Sportsal reserves the right to rely upon such communications as evidence of customer approval.

5.5 The Customer is responsible for checking the spelling of all names, initials, sponsor details, squad numbers and other personalisation before providing approval. Sportsal shall not be liable for errors which have been approved by the Customer prior to production.

BESPOKE PRODUCTS

6.1 All customised, personalised and bespoke products are manufactured specifically to the Customer's requirements.

6.2 Bespoke goods cannot be returned, exchanged or refunded unless defective or incorrectly supplied.

6.3 Incorrect sizes ordered by the Customer shall not constitute grounds for cancellation, refund or replacement.

6.4 Bespoke design requests outside of the 3D Identity studio will incur additional design fees

6.5 All bespoke designs, concepts, artwork, mock-ups, colourways, patterns, graphics, templates, and digital assets created by Sportsal remain the exclusive intellectual property of Sportsal unless otherwise agreed in writing. The Customer cannot copy, reproduce, replicate, modify, commission, manufacture, or procure substantially similar products based on Sportsal's bespoke designs, whether directly or through any third party, without Sportsal's prior written consent.



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MANUFACTURING TOLERANCES

7.1 All garments are subject to a manufacturing tolerance of $\pm 2\text{cm}$.

7.2 Such variations are considered normal industry tolerances and shall not constitute a defect.

7.3 Minor variations in colour, positioning, finishing, graphics, embroidery, fabric weight or material availability shall not constitute defects.

MANUFACTURING ERRORS

8.1 Where Sportsal accepts that a manufacturing error has occurred, Sportsal may at its sole discretion:

- Repair the goods
- Replace the goods
- Provide a partial refund
- Offer a price reduction

8.2 The remedies above shall represent the Customer's sole remedy in relation to manufacturing errors.

ORDER CANCELLATION

9.1 Sportsal reserves the right to refuse, suspend or cancel any order prior to manufacture where necessary, including but not limited to:

- Pricing errors
- Supplier issues
- Material shortages
- Suspected fraud
- Circumstances beyond Sportsal's control

9.2 Any monies paid for cancelled orders shall be refunded where appropriate.

CLAIMS & RETURNS

10.1 Any claim relating to shortages, defects or discrepancies must be submitted in writing within 14 days of receipt of goods.

10.2 Claims submitted after 14 days may not be accepted.



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10.3 The Customer must provide:

- Details of the issue
- Supporting photographs
- Order information
- Invoice reference

DEFECTIVE GOODS

11.1 Where Sportsal accepts that goods are defective, Sportsal may:

- Repair the goods
- Replace the goods
- Provide a refund
- Offer a price reduction

11.2 Defective goods must:

- a) Be stored appropriately;
- b) Be returned within 18 days of notification where requested;
- c) Be accompanied by proof of purchase.

CUSTOMER SUPPLIED ARTWORK

12.1 The Customer warrants that any artwork, logo, image or design supplied does not infringe any intellectual property rights belonging to a third party.

12.2 The Customer shall indemnify Sportsal against all losses, claims, damages, legal costs and expenses arising from any intellectual property infringement relating to customer supplied artwork.

SPORTSAL BRANDING

13.1 Sportsal branding is applied on all garments.



INTELLECTUAL PROPERTY

14.1 All intellectual property rights relating to designs, artwork, concepts and materials created by Sportsal remain the property of Sportsal.

14.2 No ownership rights are transferred to the Customer unless expressly agreed in writing.

14.3 The Customer shall not challenge, dispute or attempt to invalidate Sportsal's intellectual property rights.

EMBROIDERY, PRINTING & COLOUR MATCHING

15.1 Printed, sublimated and embroidered artwork may vary slightly from digital representations.

15.2 Colour reproduction, embroidery detail and positioning may vary within normal industry tolerances.

15.3 Where Pantone references have not been supplied, Sportsal shall use colours deemed to be the closest available match.

15.4 Sportsal shall not be liable for variations in colour based upon subjective interpretation or screen display settings.

15.5 Sportsal will use reasonable endeavours to match colours, fabrics and designs on repeat orders. However, due to manufacturing processes, fabric batches, dye lots and material availability, exact colour matching between separate production runs cannot be guaranteed.

PROMOTIONS & DEALS

16.1 Club partnership benefits including price freezes only apply to contractual partnerships.

16.2 Sportsal reserves the right to withdraw any of the following where it is no longer financially viable:

- Promotions
- Discounts
- Club partnership schemes
- Rebate programmes
- Bundle deals
- Pricing structures

at any time.

16.2 Any special pricing offered on a particular order shall not automatically apply to future orders.



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DELIVERY & SHIPPING

- 18.1 Risk in the goods passes to the Customer upon delivery.
- 18.2 Sportsal shall not be liable for delays caused by third-party couriers or logistics providers.
- 18.3 Sportsal will assist customers with claims relating to lost or damaged shipments where reasonably possible.
- 18.4 Optional insured shipping may be available upon request and may incur additional charges.
- 18.5 Priority manufacture and despatch only applies to partner clubs. Non partner clubs may contact Sportsal in the event where you need a guaranteed delivery date as this may be possible for an additional fee.

STORAGE OF GOODS

- 19.1 Sportsal reserves the right to charge reasonable storage fees for goods not collected within 30 days of notification that the goods are ready.

LIMITATION OF LIABILITY

- 20.1 Nothing in these Terms excludes liability where exclusion is prohibited by law.
- 20.2 Subject to Clause 20.1, Sportsal's total liability arising from any claim shall not exceed the total value of the relevant order.
- 20.3 Sportsal shall not be liable for any indirect, consequential or economic loss including loss of profits, goodwill, sponsorship or opportunity.

FORCE MAJEURE

- 21.1 Sportsal shall not be liable for any delay or failure to perform its obligations resulting from events beyond its reasonable control including but not limited to:



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- Acts of God
- War
- Terrorism
- Civil unrest
- Pandemic
- Labour disputes
- Government restrictions
- Utility failures
- Transport disruption
- Supplier failure
- Fire
- Flood
- Storm
or any similar event.

SOCIAL MEDIA AND MARKETING CONSENT

21.2 Where a Club, Team or Organisation publishes photographs or videos featuring players, coaches, officials or members wearing Sportsal branded apparel, on its own public social media channels, website or other publicly accessible platforms, Sportsal UK Ltd may repost, share or use such content for its own marketing, advertising, promotional materials, website, social media channels and other business-related purposes.

21.3 By placing an order with Sportsal UK Ltd, the Club confirms that it has obtained all necessary permissions, consents and approvals required for such publication and subsequent promotional use, including (where applicable) consent from parents, guardians, carers or the individuals featured. Sportsal UK Ltd is entitled to rely on the Club's confirmation that all appropriate safeguarding, privacy and data protection procedures have been followed and accepts no responsibility for obtaining or verifying such consents.

21.4 If a club requests for images not to be used by Sportsal, we will remove any such posts but will not be held accountable for posts displayed prior to the request being made after a point of sale.



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GOVERNING LAW

22.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

22.2 Any dispute arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

COMPANY DETAILS

Sportsal UK Ltd

Company Number: 16117471

Registered Office:

120 Bark Street
Regus Building
Bolton
BL1 2AX

Telephone: 01204 937960

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