

Terms & Conditions

Last updated: 11 September 2026

These Terms & Conditions apply to purchases, quotations and orders placed with Davies Print Group Ltd through our website, by email, by telephone or by another agreed method.

Davies Print Group Ltd

Company number: 17246210

Registered office: 26 Sepia Close, Port Talbot, SA12 7NY, United Kingdom

Email: hello@daviesprintgroup.co.uk

Throughout these terms, "we", "us" and "our" mean Davies Print Group Ltd. A "consumer" is an individual purchasing mainly for purposes outside their trade, business or profession. A "business customer" is someone purchasing wholly or mainly for business purposes.

Products and services

We supply personalised products, promotional merchandise, printed clothing and branded workwear.

Product colours, garment colours and printed colours may appear differently on screens and between different materials, printers, garments and production methods. We aim to reproduce approved artwork as accurately as reasonably possible, but minor colour or positioning variations are normal in personalised production.

Garment sizing may vary between brands and manufacturers. Customers are responsible for selecting the required size using the information provided.

Orders

When you place an online order or accept a quotation, you are offering to purchase the relevant goods or services.

An order is accepted when we confirm that we have accepted it and, where payment is required before production, payment has been successfully received.

If we cannot accept an order, for example because a product is unavailable or we cannot reasonably reproduce the requested design, we will contact you. Any payment already taken for an order we cannot accept will be refunded.

Prices and payment

Prices are shown in pounds sterling. Delivery charges and any other applicable charges will be displayed at checkout or included within your quotation before you commit to the order.

Prices may change from time to time, but changes will not affect orders already accepted.

If an obvious pricing error occurs, we will contact you before production and give you the choice of proceeding at the correct price or cancelling the order for a full refund.

Unless we specifically agree credit terms in writing, payment is required before production begins. Quotations are valid for the period shown on the quotation.

Artwork and personalisation

Customers are responsible for providing accurate artwork, names, wording, dates, numbers, sizes, colours and other personalisation information.

By supplying us with a photograph, design, logo, trademark, text or other material, you confirm that you own it or have permission to reproduce it for the requested purpose.

We may refuse to reproduce material that we reasonably believe is unlawful, offensive or infringes another person's intellectual-property rights.

Supplying artwork to us does not transfer ownership of that artwork to Davies Print Group Ltd.

Proofs and approvals

Where we provide a digital proof, production may not begin until the proof has been approved.

Approval confirms that you have checked the design, spelling, names, dates, positioning and other visible details.

If we manufacture the goods differently from an approved proof or agreed specification, this does not remove your legal rights.

Where no proof is provided and we reproduce customer-supplied artwork or instructions accurately, we are not responsible for an error that was already present in the material supplied to us.

Changes and cancellations

Contact us immediately if you need to change an order. Once personalised production has started, changes may not be possible.

Goods made to a customer's specification or clearly personalised are generally excluded from the normal consumer change-of-mind cancellation right. This does not affect rights relating to faulty, damaged or incorrectly supplied goods.

If you contact us before personalised production begins, we will try to accommodate a cancellation or amendment where reasonably possible.

Business orders may incur costs where materials, outsourced work or production have already been committed specifically for that order.

Delivery

Available delivery methods, prices and estimates will be shown at checkout or confirmed on the quotation.

Production times begin once we have received everything reasonably required to manufacture the order, including payment, usable artwork and any required approval.

Unless specifically guaranteed in writing, production and delivery dates are estimates.

For consumer distance sales, goods will normally be delivered within 30 days unless another delivery period has been agreed.

We are not responsible for delays caused by an incorrect or incomplete delivery address supplied by the customer.

Faulty, damaged or incorrect goods

Please contact us as soon as possible if an order arrives damaged, faulty, materially different from the agreed specification or incorrectly personalised because of an error made by us. Contact: hello@daviesprintgroup.co.uk.

We may ask for photographs or other reasonable evidence so that we can investigate the issue.

Depending on the circumstances and your legal rights, we may repair, replace, remake or refund affected goods.

Nothing in these terms excludes or restricts a consumer's statutory rights. Goods supplied to consumers must be as described, of satisfactory quality and fit for purpose.

Business customers

Where you purchase from us wholly or mainly for business purposes, consumer cancellation rights do not apply.

To the fullest extent permitted by law, we will not be responsible to a business customer for indirect or consequential losses, loss of profit, loss of business, loss of opportunity or loss of anticipated savings arising from an order.

Our total liability to a business customer in relation to an affected order will not normally exceed the price paid for that order.

Nothing in these terms limits liability where doing so would be unlawful, including liability for fraud or death or personal injury caused by negligence.

Events outside our reasonable control

We will not be responsible for delays or failure caused by events outside our reasonable control, including courier disruption, supplier failure, severe weather, equipment failure, utility interruption or other circumstances we could not reasonably prevent.

Where such an event materially affects an order, we will contact you and take reasonable steps to minimise the effect.

Complaints

If something has gone wrong, contact hello@daviesprintgroup.co.uk. Please include your order number and enough information for us to investigate. We aim to resolve problems fairly and promptly.

Governing law

These terms are governed by the laws of England and Wales. Consumers retain any mandatory legal protections that apply to them based on where they live.