



## Terms and Conditions

Welcome to our Terms and Conditions. By using our services, you are agreeing to the terms outlined below.

### 1. Scope of Services

We specialise in the customisation, restoration, and repair of golf clubs, including (but not limited to) refinishing, paint fill, shaft replacement, grip installation, and personalisation.

### 2. Payment Terms

Full payment is required before any work begins, unless agreed otherwise in writing.

### 3. Refunds

Due to the bespoke and irreversible nature of our work, **we do not offer refunds for completed jobs**. All sales are final upon dispatch or collection of your clubs.

### 4. Rework Requests

If you believe there is an issue with the work provided, **you must raise this with us within 7 calendar days** of receiving your clubs. Requests after this time may not be accepted. Rework will only be carried out at our discretion and must relate to the original scope.

### 5. Club Condition

Golf clubs submitted must be structurally sound. We cannot accept liability for damage caused by existing faults or excessive wear.

### 6. Shipping

We are not responsible for delays, loss, or damage caused by third-party couriers. Tracked and insured delivery is strongly recommended.

### 7. Liability

We take great pride in our craftsmanship, but minor imperfections may occur due to the nature of custom work. Our liability is limited to the value of the service provided.

### 8. Ownership & Risk

Ownership remains with the customer. Risk is with us only while the clubs are on our premises. Risk passes back upon collection or dispatch.

### 9. Intellectual Property

You are responsible for ensuring that any designs, logos, or branding provided do not breach copyright or trademark laws.

### 10. Acceptance of Terms

By using our services or making payment, you agree to these Terms and Conditions.