

March 2023



OUR COMPANY POLICIES

Transparency and Care

In today's online market, honesty is the best policy. That's why we designed the most generous and transparent store policy for our customers. Read below to learn more and don't hesitate to contact us with questions!

Radojunkie Terms of Use and Terms of Sale

AGREEMENT TO TERMS OF USE

These Terms of Use constitute a legally binding agreement made between you, whether personally or on behalf of an entity ("you") and Community Access CIC, trading as Radojunkie ("Radojunkie", "we", "us", or "our"), concerning your access to and use of the <https://radojunkie.com> website as well as any other media form, media channel, mobile website or mobile application related, linked, or otherwise connected thereto (collectively, the "Site"). You agree that by accessing the Site, you have read, understood, and agreed to be bound by all of these Terms of Use.

The Site is intended for users who are at least 18 years of age. All users who are minors in the country they reside in (generally under the age of 18) must have the permission of, and be directly supervised by, their parent or guardian to use the Site.

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You may not: modify or copy the materials; use the materials for any commercial purpose, or for any public display (commercial or non-commercial)

AGREEMENT TO TERMS OF SALE

Here we set out some terms which apply to your purchase of goods from us through the website.

First, please note that Radojunkie operates via a “made-to-order” / “pre-order” system so delivery times may be longer at times than others.

You make an offer to purchase a product from us (your “made-to-order” / “pre-order”) by completing the staged process on the website as set out below:

1. Visit and browse the website to your liking
2. Adding product to your shopping basket for order (checking size for each product)
3. Enter login details
4. Enter your delivery address details
5. Enter your billing address details
6. Confirmation of your order

Upon completing this process you confirm the following:

1. I confirm that I have checked the size guide for each individual product.
2. I confirm that I have ordered the correct colour, quantity and size.



3. I understand that if I change my order during processing, it will cause a cancellation or delay in my shipping/receiving.
4. I confirm that my shipping and email address is correct.
5. I understand that Radojunkie is not responsible for any missed or rescheduled deliveries from Royal Mail for UK orders or international services (DHL/DPD/FedEx).
6. I understand that I will not receive an email response to any question that is already answered on the website. (Check FAQs)
7. I have read and understood the returns policy.

Your order only accounts for an offer to purchase goods from us and does not form a binding contract until accepted by us. Where you order more than one product your order contains a string of offers for each product individually.

On receipt of your order, we will send you an order acknowledgement email to the email address which you provide in the order process (please double-check your details). This order acknowledgement email will consist of your order number, details of the goods ordered and a delivery estimate. Note that this email is only to acknowledge that your order has been received, and is not an acceptance by us of any offers to purchase goods.

We must receive full payment of the price of the goods before we can accept any offers. Where you select to pay by credit or debit card we will process the payment at that time to secure your pre-ordered items.

An offer made by you to purchase a product shall only be deemed to be accepted by us when the final pre-order date has passed if there are no changes to the order or no cancellation request has been sent to us during the pre-order period.

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You will later receive email updates when your order has reached Radojunkie and is being prepared for quality checks and dispatch. Following this, you will receive a dispatch email from us with all tracking information.

Once you receive your tracking details, “Radojunkie” is not responsible for any missed or rescheduled deliveries, loss or theft of packages. The customer “You” are responsible for all activities once tracking details are received.

All prices and charges on the website are in GBP £ for all countries. Delivery charges will be applied as follows “UK Orders £6.99”, “International Orders £14.99”.

PRODUCTS

We make every effort to display as accurately as possible the colours, features, specifications, and details of the products available on the Site. However, we do not guarantee that the colours, features, specifications, and details of the products will be accurate, complete, reliable, current, or free of other errors, and your electronic display may not accurately reflect the actual colours and details of the products. All products are subject to “made-to-order or pre-order only”, and we cannot guarantee that items will be in stock. We reserve the right to discontinue any products at any time for any reason.

Prices for all products are subject to change.

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PURCHASES AND PAYMENT

We accept the following forms of payment:

- Visa
- PayPal
- American Express
- Mastercard

You agree to provide current, complete, and accurate purchase and account information for all purchases made via the Site. You further agree to promptly update account and payment information, including email address, payment method, and payment card expiration date, so that we can complete your transactions and contact you as needed. Sales tax will be added to the price of purchases as deemed required by us. We may change prices at any time. All payments shall be in Pounds Sterling.



RETURN/REFUNDS POLICY

All sales to the “Addicted” collection have a 14 day returns policy. All “custom/pre-ordered” sales are final and no refund will be issued. As noted in the Terms of Sale, all orders are subject to “Made-to-order or Pre-order”. Please check the size guide before placing any orders.

- Store credit will be allowed for DAMAGED items ONLY.
- Exchange requests for any damaged items must be made within 7 days upon delivery of merchandise and all items being returned for credit must be in the original condition with their original packaging.
- It is the customer's responsibility to return any and/or all merchandise to our business for exchange/credit.
- Shipping and handling fees are NON-REFUNDABLE except for damaged items being returned. (Including ALL refused and unaccepted packages).
- The shipping fee must be covered incoming and outgoing by the customer. Once received store credit will be applied.
- Items returned after 14 days upon delivery of merchandise will not be accepted.
- No exceptions once the 14th day is passed.
- ALL SALE ITEMS ARE FINAL.

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How to Return or Exchange:

1. Information required for Return/Exchange:

- Contact Name
- E-mail Address
- Order #
- Order Date
- Style# for Return/Exchange Item
- Quantity for Each Style#
- Reason for Return/Exchange
- Picture references where applicable

2. E-mail the above information to contact@radojunkie.com for your Return/Exchange.

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3. Once a return authorisation is acquired, ship the item(s) to Radojunkie's distribution centre.

4. Upon receiving your Return/Exchange item(s), you will be contacted via E-mail for final confirmation.

GOVERNING LAW

Any claim relating to the Radojunkie Website shall be governed by the laws of the State of England without regard to its conflict of law provisions.