

COLÈRE LIMITED

TERMS AND CONDITIONS OF SALE

Last updated: 12 May 2026

These Terms and Conditions of Sale ("Terms") apply to all orders placed through our website at www.clubcolere.com (the "Website") and govern the contract between Colère Limited and you. Please read them carefully before placing an order.

By placing an order, you confirm that you have read, understood, and agree to these Terms. We recommend you save or print a copy for your records.

Your statutory rights as a consumer: nothing in these Terms affects your legal rights under UK consumer protection law, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. These rights are explained further in Sections 9, 10, and 11.

1. Who We Are

In these Terms, "we", "us", "our", and "Colère" mean Colère Limited. Our details are:

- **Company name:** Colère Limited
- **Company number:** 16769128 (registered in England and Wales)
- **Registered office:** 5a Whytecliffe Road South, Purley, Surrey, CR8 2AY
- **Email:** clubcolere@outlook.com
- **Website:** www.clubcolere.com

2. Definitions

- **"You", "your"** means the person placing an order through the Website.
- **"Products"** means the goods offered for sale on the Website, including bags, tableware, footwear, and related items.
- **"Order"** means your request to purchase Products through the Website.
- **"Contract"** means the legally binding agreement between you and us for the sale and purchase of Products, formed in accordance with Section 4.
- **"Made-to-Order Product"** means a Product that is made or personalised to your specification, as clearly identified on the relevant product page.

3. Eligibility to Order

To place an Order, you must be at least 18 years old and capable of entering into a legally binding contract. By placing an Order, you confirm that this is the case. Our Products and Website are intended for consumers purchasing for personal, non-commercial use.

4. How a Contract Is Formed

When you place an Order through the Website and submit payment, a binding Contract is formed between you and us at the point your Order is placed and payment is taken. We will then send you an email confirming your Order.

Notwithstanding the formation of the Contract, we reserve the right to cancel the Contract and provide you with a full refund if:

- the Product is unavailable or out of stock;
- there has been a genuine and obvious error in the price or description of the Product (see Section 6);
- we are unable to deliver to your location; or
- we reasonably suspect the Order is fraudulent or has been placed in breach of these Terms.

If we cancel the Contract for any of these reasons, we will notify you as soon as possible and refund any payment you have made in full.

5. Our Products

Our Products are handcrafted by skilled artisans using natural materials. Because each Product is made by hand:

- slight variations in colour, size, weave, texture, grain, and finish are natural characteristics of handmade goods and are not defects;
- natural materials such as abaca, raffia, and other plant fibres may show small natural marks or variations, which are part of each Product's individual character;
- images on the Website are for illustration; while we make every effort to display colours and details accurately, the Product you receive may vary slightly from the images shown.

We describe each Product as accurately as we reasonably can on its product page. If you have any questions about a Product before ordering, please contact us.

6. Price and Payment

6.1 Prices

All prices are shown in Pounds Sterling (GBP, £) on the Website. Colère Limited is not currently registered for VAT, and therefore no VAT is charged on our Products.

Note: if Colère Limited becomes VAT-registered in the future (for example, on crossing the VAT registration threshold), this clause must be updated and prices shown inclusive of VAT, with the VAT registration number added.

The price of a Product does not include delivery charges. Delivery charges (where applicable) are shown separately during the checkout process before you place your Order.

6.2 Pricing errors

We make every effort to ensure that prices shown on the Website are correct. However, errors can occasionally occur. If we discover an error in the price of Products you have ordered, we will contact you as soon as possible and give you the option of either confirming your Order at the correct price or cancelling it for a full refund. If we are unable to contact you, we will treat the Order as cancelled and refund you in full. We are not obliged to supply Products at an incorrect price where the error is genuine and obvious.

6.3 Payment

Payment is taken at the time you place your Order. We accept payment through Stripe, our secure third-party payment processor. Your card details are processed by Stripe and are not stored on our servers. By placing an Order, you confirm that the payment method used is yours and that you are authorised to use it.

7. Delivery

7.1 Delivery timescales

Delivery times depend on the Product and your location, and are indicated on the relevant product page and/or at checkout:

- Products held in UK stock are typically dispatched within 3 to 5 working days of your Order;
- Made-to-Order Products have longer lead times, which are stated on the relevant product page;
- international delivery times vary depending on the destination and the carrier.

Any delivery dates we provide are estimates and are not guaranteed. We will not be liable for delays caused by events outside our reasonable control (see Section 14).

7.2 UK and international delivery

We deliver within the United Kingdom using Royal Mail and may deliver internationally using FedEx, DHL, or other reputable carriers. We may, at our discretion, limit the destinations to which we deliver. Where we accept an international Order, we will confirm this at checkout.

7.3 Import duties and customs

For international deliveries, Colère Limited will pay any applicable import duties and customs charges on your behalf, unless stated otherwise at checkout. You are responsible for providing accurate delivery and, where required, customs information. Delays caused by customs processing are outside our control.

7.4 Risk and ownership

Risk of loss or damage to the Products passes to you when the Products are delivered to the delivery address you provided. Ownership of the Products passes to you once we have received payment in full and the Products have been delivered.

8. Made-to-Order Products

Some Products are made or personalised specifically to your specification. These are clearly identified as "Made-to-Order" on the relevant product page.

Because Made-to-Order Products are created specifically for you, they are exempt from the 14-day cancellation right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, once production has begun. This does not affect your statutory rights if a Made-to-Order Product is faulty, not as described, or not of satisfactory quality (see Section 10).

Important note for Colère: this exemption only applies to Products that are genuinely made to the customer's own specification or personalised to them (for example, custom sizing, monogramming, or bespoke design choices made by the customer). A standard design that is simply produced on demand, without personalisation to the individual customer, does NOT qualify for this exemption, and the full 14-day cancellation right will apply. Only label a Product "Made-to-Order / non-returnable" where it is genuinely personalised to the customer.

9. Your Right to Cancel (Cancellation Right)

If you are a consumer, you have the right to cancel your Order under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, subject to the exclusions below.

9.1 Cancellation period

You may cancel your Order within 14 days from the day you (or someone you nominate) receive the Products. If your Order is delivered in multiple shipments, the 14-day period runs from the day you receive the last shipment.

9.2 How to cancel

To cancel, you must inform us of your decision before the end of the cancellation period by a clear statement — for example, by emailing us at clubcolere@outlook.com with your name, Order reference, and a statement that you wish to cancel. You may use the model cancellation wording we provide, but you are not required to.

9.3 Returning the Products

If you cancel, you must return the Products to us without undue delay and in any event within 14 days of telling us you wish to cancel. You are responsible for the cost of returning the Products to us. We recommend you obtain proof of postage and use a tracked service, as you are responsible for the Products until they reach us.

You must take reasonable care of the Products while they are in your possession. You may handle and inspect the Products as you would in a shop, but if their value is reduced because of handling beyond what is necessary to establish their nature, characteristics, and functioning, we may make a deduction from your refund to reflect that reduction in value.

9.4 Refunds on cancellation

If you cancel, we will refund the price you paid for the Products and the standard delivery cost we charged you (if any). We may withhold the refund until we have received the Products back, or until you have supplied evidence of having sent them back, whichever is earlier. We will make the refund within 14 days of receiving the Products back or receiving evidence of return.

We will not refund: (a) the cost of returning the Products to us; or (b) any supplementary delivery cost where you chose a more expensive delivery method than our standard option.

9.5 Exclusions from the cancellation right

The 14-day cancellation right does not apply to Made-to-Order Products that are genuinely made to your specification or personalised to you, once production has begun (see Section 8). It also does not apply to any other category of goods excluded under the Regulations.

10. Faulty or Misdescribed Products (Your Statutory Rights)

Under the Consumer Rights Act 2015, the Products we supply must be:

- of satisfactory quality;
- fit for their intended purpose; and
- as described on the Website.

If a Product is faulty, not as described, or not of satisfactory quality, you have statutory rights that are not affected by these Terms or by any warranty we offer, including:

- the short-term right to reject the Product and receive a full refund if you do so within 30 days of receiving it;
- after 30 days, the right to ask for a repair or replacement, and, if that is unsuccessful, a price reduction or refund;
- the right to a refund of reasonable return costs where the Product is faulty (in contrast to cancellation under Section 9, where you bear the return cost).

If you believe a Product is faulty or not as described, please contact us at clubcolere@outlook.com with your Order reference and details (photographs are helpful) and we will work with you to put it right.

11. Workmanship Warranty and Product Care

11.1 Workmanship warranty

In addition to your statutory rights, we provide a goodwill workmanship warranty against genuine manufacturing defects (such as faulty stitching or construction faults) for a period of 30 days from the date you receive the Product. If a manufacturing defect appears within this period, please contact us and we will repair or replace the Product, or provide a refund, at our discretion. This warranty is offered in addition to, and does not replace or limit, your statutory rights under Section 10.

11.2 Natural variation is not a defect

As explained in Section 5, our Products are handmade from natural materials. Slight variations between Products, and the natural marks and characteristics of natural fibres, are part of each Product's individual character and are not considered defects.

11.3 Wear and tear

Our workmanship warranty does not cover damage resulting from normal wear and tear, accidental damage, misuse, neglect, exposure to extreme conditions, or failure to follow any care instructions provided with the Product. Handmade natural-fibre Products require gentle care; we provide care guidance to help your Product last.

12. Our Sustainability and Ethical Commitments

We describe our Products as ethical, sustainable, and naturally non-toxic. By this we mean, specifically:

- **Naturally non-toxic:** our Products are made using natural materials and without synthetic dyes.
- **Ethically sourced:** our Products are made by artisans in the Philippines with whom we work directly, and to whom fair wages are paid.

We are committed to making these claims responsibly and only to the extent we can substantiate them. If our sourcing or materials change such that these descriptions would no longer be accurate, we will update our Website and this Section accordingly.

13. Your Account

You may create an account on the Website to place Orders and manage your details. You are responsible for keeping your account login details confidential and for all activity that takes place under your account. Please notify us promptly if you believe your account has been accessed without your authorisation.

You agree to provide accurate and complete information when creating your account and to keep it up to date. We may suspend or close an account that we reasonably believe has been used in breach of these Terms or unlawfully.

14. Events Outside Our Control

We will not be liable for any delay or failure to perform our obligations under a Contract where this is caused by events outside our reasonable control, including but not limited to: acts of God, severe weather, fire, or flood; pandemic or epidemic; war, terrorism, or civil unrest; strikes or industrial action; failure of utilities, transport, or communications networks; import or export restrictions; customs delays; and the acts or omissions of third-party carriers or suppliers.

If such an event occurs, we will contact you as soon as reasonably possible and the time for performance will be extended. If the event prevents us from fulfilling your Order within a

reasonable time, either of us may cancel the Contract and we will refund any amounts you have paid for Products not delivered.

15. Our Liability to You

Important: nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded under English law — including your statutory rights as a consumer.

Subject to the above, our total liability to you arising under or in connection with a Contract is limited to the total price paid by you for the Products under that Contract.

We are responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms or our negligence. We are not responsible for any loss or damage that is not foreseeable. As we supply Products for personal, non-commercial use, we will not be liable for any loss of profit, loss of business, business interruption, or loss of business opportunity.

16. Intellectual Property

All content on the Website — including the Colère name and branding, logos, text, photographs, graphics, and design — is owned by or licensed to Colère Limited and is protected by intellectual property laws. You may not copy, reproduce, republish, or distribute any content from the Website without our prior written permission, except that you may view and print pages for the purpose of placing an Order or for your own personal reference.

17. Data Protection

We process personal data in accordance with our Privacy Policy, which is available on the Website. Our Privacy Policy explains what data we collect, how we use it, who we share it with, and your rights in respect of that data. By placing an Order, you acknowledge that we will process your personal data as described in the Privacy Policy.

18. Complaints

We want you to be happy with your purchase. If you have a complaint, please contact us first at clubcolere@outlook.com with your Order reference and details, and we will do our best to resolve the matter promptly and fairly.

If we are unable to resolve your complaint to your satisfaction, you may be entitled to refer the dispute to an alternative dispute resolution (ADR) provider. You also retain the right to bring a claim in the courts.

19. General

19.1 Entire agreement

These Terms, together with your Order and our Privacy Policy, constitute the entire agreement between you and us in relation to the sale of Products and supersede any prior arrangements.

19.2 Severability

If any provision of these Terms is found to be unlawful or unenforceable, that provision will be severed and the remaining provisions will continue in full force and effect.

19.3 No waiver

If we do not enforce any right under these Terms, that does not waive our right to do so later.

19.4 Assignment

We may transfer our rights and obligations under a Contract to another organisation, but this will not affect your rights under these Terms. You may not transfer your rights or obligations without our written consent.

19.5 Third-party rights

A person who is not a party to a Contract has no rights to enforce its terms under the Contracts (Rights of Third Parties) Act 1999.

20. Governing Law and Jurisdiction

These Terms and any Contract formed under them are governed by the laws of England and Wales. If you are a consumer, you will benefit from any mandatory provisions of the consumer protection law of the country in which you are resident, and nothing in these Terms affects those rights.

The courts of England and Wales have non-exclusive jurisdiction over any dispute arising from these Terms. If you are a consumer resident in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

21. Changes to These Terms

We may update these Terms from time to time to reflect changes in our business, our Products, or applicable law. The version of the Terms that applies to your Order is the version published on the Website at the time you place your Order. We will always show the "Last updated" date at the top of these Terms.

22. How to Contact Us

If you have any questions about these Terms or your Order, please contact us:

- **Colère Limited**
- 5a Whytecliffe Road South, Purley, Surrey, CR8 2AY
- Email: clubcolere@outlook.com
- Website: www.clubcolere.com

— End of Terms and Conditions of Sale —