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## 5. Our contract

When you place an order to purchase a product, we will send you an email confirming receipt of your order. Your order represents an offer to us to purchase a product, which is accepted by us when we dispatch that product to you and is confirmed by an email we send to you. Acceptance will be effective at the time we send the confirmation email to you.

## 6. Returns

If you are in any way dissatisfied with the goods you have ordered, we will exchange them or give you a full refund, as long as they are returned within 14 days of delivery and in the original condition and packaging, unwashed and unworn.

## 7. Pricing and availability

Prices are shown accompanying the relevant items in the Online Boutique. Orders are filled within 3 working days if the required stock is available. Where stock is not available, this is stated in the Online Boutique.

## 8. Payments

Payment can be made using VISA, VISA Electron, American Express, Mastercard, DELTA, Maestro and Switch cards. All payments are processed using secure Paypal systems.

## 9. Customs

When ordering goods from Neoswimwear.com for delivery outside of the UK, there may be import duties and taxes levied by the tax authorities in the receiving country. All additional duties and taxes must be borne by the recipient.

## 10. Children

Neoswimwear.com does not sell products for purchase by children. If you are under 18, you may use this website only with parental guidance.

## 11. Governing law and jurisdiction

These conditions are governed by and construed in accordance with the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the English courts. Your statutory rights are not affected by these terms and conditions.

## Queries

If you have any concerns or questions, please email or call us between 9am and 5pm UK time.