

TERMS AND CONDITIONS

1. INTRODUCTION

1.1. Welcome to The Suit Man & Co, accessible at thesuitmanandco.com. This website is owned and operated by The Suit Man & Co, a business specializing in providing bespoke tailoring services by visiting clients at their offices or homes. The following Terms and Conditions Policy (the "Policy") is designed to govern your use of our website and services. By accessing or using our website, you agree to be bound by the terms and conditions set forth herein.

1.2. Purpose of the Policy: This Policy outlines the rules and guidelines for using our website and availing of our services. It is imperative that you read and understand these terms thoroughly before using the website. Your continued use of the website indicates your acceptance of these terms.

1.3. Scope of the Policy: The Policy applies to all users of the website, including but not limited to customers, visitors, and any other users who access or use the website and services provided by The Suit Man & Co. This includes the use of the website for viewing our products and services, getting in touch with us via phone, email, or live chat, and booking appointments.

1.4. Legal Compliance: The Suit Man & Co is committed to conducting its business in compliance with all applicable laws and regulations of the United Kingdom. This Policy is crafted in accordance with the legal framework of the UK and is intended to ensure that both the business and its clients adhere to these standards.

1.5. Amendments to the Policy: The Suit Man & Co reserves the right to modify, alter, or update this Policy at any time. We will endeavor to provide reasonable notice of any significant changes. However, it is your responsibility to review this Policy periodically for any changes. Continued use of the website after any such changes shall constitute your consent to such changes.

2. USER REGISTRATION AND ACCOUNT

2.1. Account Creation: To access certain features of our website, such as booking an appointment, users may be required to create an account. When creating an account, you agree to provide accurate, current, and complete information as prompted by our registration forms.

2.2. Account Security: You are responsible for maintaining the confidentiality of your account information, including your password, and for all activities that occur under your account. You

agree to notify The Suit Man & Co immediately of any unauthorized use of your account or any other breach of security.

2.3. User Obligations: As a user of the website, you agree to use the website and the services offered by The Suit Man & Co in a manner consistent with all applicable laws and regulations. You are prohibited from using the website in any way that could damage, disable, overburden, or impair the website or interfere with any other party's use and enjoyment of the website.

2.4. Accuracy of Information: You agree to ensure that your account information, including your contact details and any other information provided during the booking process, remains accurate and up to date. The Suit Man & Co shall not be responsible for any issues or liabilities arising from incorrect or outdated information provided by you.

2.5. Account Termination: The Suit Man & Co reserves the right to suspend or terminate your account at any time, without notice, for conduct that The Suit Man & Co believes violates this Policy or is harmful to other users of the website or to The Suit Man & Co or its affiliates.

2.6. Age Restriction: You must be at least 18 years of age to create an account on our website. By creating an account, you represent and warrant that you are at least 18 years of age.

2.7. Data Protection: The information you provide

upon registration will be handled in accordance with our Privacy and Data Protection Policy as outlined in Section 9 of this document. The Suit Man & Co is committed to protecting your privacy and ensuring the security of your personal information.

2.8. User Conduct: Users of thesuitmanandco.com are expected to conduct themselves in a respectful and lawful manner at all times. Any behavior deemed offensive, threatening, defamatory, or otherwise inappropriate may result in immediate termination of your account and access to our services.

2.9. Liability of Account Use: You are solely responsible for all actions taken under your account. The Suit Man & Co shall not be liable for any loss or damage arising from your failure to comply with these responsibilities. In cases where you suspect or become aware of any unauthorized use of your account or security breach, it is your duty to inform The Suit Man & Co promptly.

2.10. Cancellation of Account: You have the right to cancel your account at any time. Upon cancellation, your right to use the website and access its services will cease immediately. The Suit Man & Co reserves the right to retain any data associated with your account for a period consistent with applicable law, to comply with our legal obligations, resolve disputes, and enforce our agreements.

2.11. Account Inactivity: The Suit Man & Co reserves the right to terminate your account following an extended period of inactivity. This measure is to ensure the efficiency and security of our user database. Users will be notified prior to such termination and given adequate time to reactivate their account.

2.12. Updates to User Information: It is your responsibility to keep your user information, including but not limited to, contact details and billing information, updated at all times. This is crucial to ensure seamless communication and transactions between you and The Suit Man & Co.

2.13. Compliance with Policies: By creating an account, you agree to comply with all other policies stipulated by The Suit Man & Co as outlined in this document, including but not limited to our Privacy and Data Protection Policy, Ordering Process, and Returns and Refunds Policy.

3. PRODUCTS AND SERVICES

3.1. Overview of Offerings: The Suit Man & Co specializes in providing bespoke tailoring services, offering a unique and personalized experience by visiting clients at their preferred locations, be it their office or home. Our services are designed to provide convenience, luxury, and a tailored experience that meets the specific sartorial needs of each client.

3.2. Description of Services: The range of services offered includes but is not limited to the measurement, design, and creation of bespoke suits, shirts, and other tailored garments. Each product is crafted to meet the individual specifications and preferences of the client, ensuring a unique and personalized garment.

3.3. Service Limitations: While The Suit Man & Co strives to cater to a wide range of client needs, there may be instances where certain requests cannot be fulfilled due to limitations in materials, design complexity, or other practical constraints. In such cases, clients will be informed at the earliest opportunity and provided with alternative solutions where possible.

3.4. Booking Appointments: Clients can book appointments with The Suit Man & Co through our website, by phone, email, or live chat. Appointments will be confirmed based on the availability of our tailors and the preferred time and location of the client.

3.5. Consultation and Measurements: During the initial appointment, a comprehensive consultation will be provided to discuss the client's needs, preferences, and style choices. Accurate measurements will be taken to ensure the perfect fit of the bespoke garments.

3.6. Fabric Selection and Customization: A wide range of fabrics and customization options will be made available to clients. Our experts will guide clients through the selection process, ensuring that the final product aligns with their expectations and requirements.

3.7. Production Timeframe: The time required to create bespoke garments can vary depending on the complexity of the design and the availability of materials. Clients will be provided with an estimated timeframe for the completion of their garments during the consultation.

3.8. Alterations and Fittings: Should there be a need for alterations after the initial fitting, The Suit Man & Co will provide such services to ensure the perfect fit. The number of fittings and alterations required may vary depending on individual needs.

3.9. Changes to Orders: If a client wishes to make changes to their order, such requests must be communicated as early as possible. The Suit Man & Co will endeavor to accommodate changes, but this may not always be possible depending on the stage of production.

3.10. Cancellation Policy: The Suit Man & Co recognizes that circumstances may change, and clients may need to cancel their orders. Our cancellation policy is designed to be fair to both the client and the business, taking into consideration the bespoke nature of our services.

3.11. Intellectual Property in Design: Clients acknowledge that any designs, patterns, and bespoke creations provided by The Suit Man & Co remain the intellectual property of the company. Reproduction or use of these designs without prior written consent is strictly prohibited.

4. ORDERING PROCESS

4.1. Placement of Orders: Orders for bespoke tailoring services can be placed through our website, phone, email, or live chat. Clients will be required to provide necessary details such as their contact

information, preferred appointment time and location, and specific requirements for their bespoke garments.

4.2. Confirmation of Orders: Upon receiving an order, The Suit Man & Co will provide a confirmation of the order along with details such as the date and time of the appointment, the tailor assigned, and a summary of the requested services.

4.3. Deposit Requirements: A deposit may be required to secure the appointment and commence the production of bespoke garments. The amount and terms of the deposit will be communicated at the time of order confirmation.

4.4. Communication Throughout the Process: The Suit Man & Co is committed to keeping clients informed throughout the ordering and production process. Clients will receive updates regarding the status of their order, including any changes or delays that may occur.

4.5. Completion and Final Approval: Upon completion of the bespoke garment, clients will be invited for a final fitting. This is to ensure complete satisfaction with the finished product. The garment will only be handed over once the client has given their final approval.

4.6. Payment of Balance: The balance of the payment, after deducting the initial deposit, will be due upon completion of the garment and client approval. Payment terms and methods will be communicated by The Suit Man & Co during the order confirmation stage.

4.7. Record Keeping: The Suit Man & Co maintains records of all orders, measurements, and client preferences for future reference. This assists in providing a seamless and efficient service for repeat orders.

4.8. Changes or Cancellation after Order Confirmation: Changes to or cancellation of orders after confirmation may incur costs or fees, depending on the stage of production. The Suit Man & Co will provide a clear outline of any applicable charges at the time of such a request.

4.9. Liability for Incorrect Orders: The Suit Man & Co is not responsible for errors in orders due to incorrect or incomplete information provided by the client. It is the client's responsibility to ensure all information provided is accurate and comprehensive.

4.10. Refusal of Service: The Suit Man & Co reserves the right to refuse service to any client at its discretion, particularly in cases where requests are deemed unfeasible, unethical, or in violation of our business principles.

5. PRICES AND PAYMENT

5.1. Pricing Structure: The Suit Man & Co operates with a clear and transparent pricing structure. Prices for bespoke tailoring services are determined based on several factors, including but not limited to the type of garment, fabric selection, design complexity, and additional customizations. All prices are quoted in British Pounds Sterling (GBP) and are inclusive of Value Added Tax (VAT) at the current rate.

5.2. Quotation and Acceptance: Upon consultation and finalization of the client's requirements, a detailed quotation will be provided. This quotation will itemize all charges associated with the bespoke tailoring service. Acceptance of the quotation by the client, either verbally or in writing, will constitute an agreement to the pricing and initiation of the service.

5.3. Deposit and Payment Terms: As part of our commitment to providing tailored services, a deposit is typically required to secure the booking and commence the production of the bespoke garment. The deposit amount will be specified in the quotation. The remaining balance is due upon completion of the garment and prior to its delivery or collection by the client.

5.4. Payment Methods: The Suit Man & Co accepts various forms of payment, including credit/debit cards, bank transfers, and cash. The available payment methods will be outlined in the quotation and order confirmation. All payments must be made in British Pounds Sterling (GBP).

5.5. Late Payments: Clients are expected to adhere to the agreed payment terms. In the event of late payment, The Suit Man & Co reserves the right to charge interest on the overdue amount at the statutory rate. Continued non-payment may result in the cessation of work and/or legal action to recover the outstanding amount, along with any legal costs incurred.

5.6. Price Changes: The Suit Man & Co reserves the right to adjust prices without prior notice. However, for confirmed orders where a deposit has been paid, the agreed-upon price at the time of the order will be honored.

5.7. Invoicing: An invoice will be issued upon completion of the service, detailing the final charges and any adjustments made since the deposit. This invoice must be settled in accordance with the payment terms specified.

5.8. Cancellation Fees: In the event of a cancellation by the client, any deposit paid may be non-refundable, depending on the stage of production. Cancellation fees are necessary to cover the cost of materials purchased and work undertaken up to the point of cancellation.

5.9. Refunds and Adjustments: Should there be an error in billing or an overpayment, The Suit Man & Co will rectify the error by either issuing a refund or adjusting the final invoice, depending on the nature of the error and the client's preference.

5.10. Financial Records: The Suit Man & Co maintains comprehensive financial records in compliance with UK accounting and taxation laws. All transactions are recorded and stored securely for the required statutory period.

6. SHIPPING AND DELIVERY

6.1. Delivery Services: The Suit Man & Co offers delivery services for completed bespoke garments. Delivery options and associated costs will be discussed with the client during the ordering process and included in the quotation.

6.2. Delivery Charges: Any charges for delivery will be clearly itemized in the quotation and invoice. These charges may vary depending on the delivery location, urgency, and the nature of the goods being delivered.

6.3. Delivery Timeframes: Estimated delivery times will be provided at the time of order confirmation. While The Suit Man & Co endeavors to meet these timeframes, delays may occur due to factors beyond our control, such as carrier delays or adverse weather conditions.

6.4. Risk of Loss: The risk of loss or damage to the goods passes to the client upon delivery. It is the client's responsibility to ensure that deliveries are received and checked promptly. Any discrepancies or damages should be reported to The Suit Man & Co within a reasonable timeframe.

6.5. International Deliveries: For clients requiring international delivery, additional terms and costs will apply. These will be outlined in the quotation and may include customs duties and taxes applicable in the destination country. The Suit Man & Co will assist with the necessary

documentation for international shipping, but the client is responsible for ensuring compliance with all import regulations in their country.

6.6. Packaging: All bespoke garments are carefully packaged to protect them during transit. The Suit Man & Co ensures that the packaging meets all necessary standards to safeguard the quality and condition of the garments upon arrival.

6.7. Address Confirmation: Prior to dispatch, The Suit Man & Co will confirm the delivery address with the client. It is the client's responsibility to provide accurate and complete address information. The Suit Man & Co cannot be held liable for any delivery issues arising from incorrect address details provided by the client.

6.8. Tracking and Notifications: Where available, a tracking number will be provided to the client once the shipment is dispatched. Clients will be able to track the progress of their delivery via the carrier's website or through notifications provided by The Suit Man & Co.

6.9. Receipt of Goods: Upon delivery, the client or an authorized representative is required to sign for receipt of the goods. This signature is an acknowledgment that the goods have been received in good condition unless noted otherwise at the time of delivery.

6.10. Failed Delivery Attempts: In the event of a failed delivery attempt due to the recipient not being available, the carrier will leave a notice and instructions for redelivery or collection. It is the client's responsibility to arrange for redelivery or collection within the carrier's specified timeframe.

6.11. Liability for Late Delivery: While The Suit Man & Co takes all reasonable steps to ensure timely delivery, we are not liable for any losses, costs, damages, or expenses incurred by the client or any third party arising directly or indirectly out of any failure to meet estimated delivery dates.

6.12. Returns and Exchanges: Given the bespoke nature of our products, returns or exchanges due to client preference are not typically possible. However, in the case of any faults or discrepancies in the product as delivered, The Suit Man & Co will address these in accordance with our Returns and Refunds policy outlined in Section 7 of this document.

7. RETURNS AND REFUNDS

7.1. General Policy: Due to the bespoke nature of the services and products provided by The Suit Man & Co, returns and refunds are managed on a case-by-case basis. Our primary objective is to ensure client satisfaction with the final product. However, in instances where there is a discrepancy between the delivered product and the client's specifications, we are committed to resolving such issues in a fair and reasonable manner.

7.2. Notification of Issues: Clients are required to inspect their bespoke garments upon delivery and notify The Suit Man & Co of any faults, discrepancies, or issues within a specified timeframe. Typically, this timeframe will be within 7 days of receipt of the garment. Failure to notify within this period may result in limitations on available remedies.

7.3. Assessment of Return Requests: Upon receiving a return request, The Suit Man & Co will conduct a thorough assessment to determine the nature of the issue. This assessment will consider whether the issue pertains to quality, fit, or deviation from the client's specifications.

7.4. Eligibility for Returns: Returns are generally eligible when there is a clear deviation from the agreed specifications, a defect in materials or workmanship, or an error in the measurement or construction that affects the fit of the garment. Returns for reasons such as change of mind, incorrect choice, or minor discrepancies that do not significantly affect the garment's look or fit, may not be eligible.

7.5. Process for Returns: Eligible returns will be managed as follows: a. Clients must return the garment to The Suit Man & Co in the same condition as it was received, unworn and with all original tags and packaging. b. The Suit Man & Co will review the returned garment and determine the appropriate course of action, which may include alterations, remaking the garment, or providing a refund. c. In cases where a refund is deemed appropriate, the amount refunded will take into account any costs already incurred in the production of the garment.

7.6. Alterations and Remakes: In cases where alterations or remakes are necessary, The Suit Man & Co will bear the cost of these adjustments. The goal is to ensure that the final product meets the client's specifications and expectations.

7.7. Refund Processing: Refunds, where applicable, will be processed using the original payment method. The time frame for the refund to be reflected in the client's account will depend on the payment method and the client's banking institution.

7.8. Limitation of Liability: The Suit Man & Co's liability in respect of any defective product or service is limited to the repair, replacement, or refund of the product or service. We are not liable for any indirect losses, consequential damages, or expenses incurred as a result of a defective product or service.

7.9. Customization and Personalization: Given the highly personalized nature of bespoke tailoring, clients should be aware that garments made to their specific measurements and preferences are not resalable. Therefore, it is critical that clients provide accurate information during the consultation and measurement process.

7.10. Client Responsibility: Clients are responsible for providing accurate and complete information regarding their measurements and preferences. Errors or omissions in this information may limit the possibilities for alterations or remakes and may impact eligibility for returns or refunds.

8. INTELLECTUAL PROPERTY RIGHTS

8.1. Ownership of Intellectual Property: All intellectual property rights in the designs, products, images, website content, and materials produced or provided by The Suit Man & Co, including but not limited to text, graphics, logos, icons, images, and software, are the property of The Suit Man & Co or its licensors and are protected by UK and international intellectual property laws.

8.2. Use of Intellectual Property: The use of any of The Suit Man & Co's intellectual property, including reproducing, modifying, distributing, transmitting, republishing, displaying, or performing the content on this site without prior written consent is strictly prohibited. Clients and users of the website may only use the content for personal and non-commercial purposes.

8.3. Prohibition of Infringement: Clients and website users agree not to infringe upon or dilute The Suit Man & Co's intellectual property, nor to disparage or devalue it in any way. This includes respecting the integrity of The Suit Man & Co's designs and not replicating or using them for commercial purposes without permission.

8.4. Trademarks: The trademarks, logos, and service marks displayed on the website are registered and unregistered trademarks of The Suit Man & Co and others. Nothing contained on the website should be construed as granting, by implication, estoppel, or otherwise, any license or right to use

any trademark without the express written permission of The Suit Man & Co or the trademark owner.

8.5. Copyright Complaints and Infringement Notices: The Suit Man & Co respects the intellectual property of others and asks that users of our website do the same. Claims of copyright or other intellectual property infringement should be directed to us in a specific manner as outlined in our Contact Information.

8.6. Design and Customization Rights: While clients have a significant role in the customization of their bespoke garments, the overall design, patterns, and artistic input remain the intellectual property of The Suit Man & Co. Any unauthorized use or reproduction of these designs is prohibited.

8.7. Protection of Intellectual Property: The Suit Man & Co takes the protection of its intellectual property very seriously and will enforce its rights to the fullest extent of the law, including seeking legal remedies for any infringement or unauthorized use of its intellectual property.

9. PRIVACY AND DATA PROTECTION

9.1. Commitment to Privacy: The Suit Man & Co is deeply committed to protecting the privacy and personal data of our clients and website users. This commitment is in compliance with the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) as applicable.

9.2. Collection of Personal Data: In the course of business, The Suit Man & Co collects personal data such as names, addresses, email addresses, phone numbers, and other relevant information necessary for providing bespoke tailoring services and fulfilling client orders. This data is collected through various means, including but not limited to, website forms, email communications, and during client appointments.

9.3. Use of Personal Data: The personal data collected is used solely for the purpose of providing the services requested by the client, managing client accounts, processing orders, and, if opted in, for sending marketing and promotional materials. The Suit Man & Co ensures that the use of this data is limited to these specified purposes.

9.4. Data Security: The Suit Man & Co implements robust security measures to protect personal data from unauthorized access, alteration, disclosure, or destruction. These measures include electronic, physical, and managerial procedures to safeguard and secure the information we collect.

9.5. Sharing of Personal Data: The Suit Man & Co does not sell, trade, or rent personal data to third parties. Personal data may only be shared with third-party service providers to the extent necessary for them to provide services to The Suit Man & Co, such as delivery services, and only under confidentiality agreements.

9.6. Data Retention: Personal data is retained only for as long as necessary for the purposes set out in this policy, or as required by law. The Suit Man & Co regularly reviews its data retention practices to ensure compliance with legal obligations and industry standards.

9.7. Client Rights: Clients have rights regarding their personal data, including the right to access, correct, update, or request deletion of their personal data. Clients also have the right to withdraw consent to marketing communications at any time.

9.8. Cookies and Website Tracking: The Suit Man & Co's website may use cookies and similar tracking technologies to enhance user experience and gather usage data. Users have the option to accept or decline cookies, but declining may limit the functionality of the website.

9.9. Changes to Privacy Policy: The Suit Man & Co reserves the right to update this privacy and data protection policy periodically. Any changes will be communicated on our website or via email, as appropriate.

9.10. Contacting Us: For any questions, concerns, or requests related to personal data and privacy, clients can contact The Suit Man & Co using the contact information provided on our website.

10. DISPUTE RESOLUTION

10.1. Commitment to Client Satisfaction: The Suit Man & Co is committed to resolving any disputes amicably and efficiently. We place a high value on our client relationships and strive to address any concerns or issues that may arise in a fair and reasonable manner.

10.2. Informal Dispute Resolution: In the event of a dispute, clients are encouraged to contact The Suit Man & Co directly to seek a resolution. We believe that most

disputes can be resolved through open and honest communication. Our customer service team will endeavor to address and resolve any concerns promptly and effectively.

10.3. Formal Dispute Resolution: If a dispute cannot be resolved informally, formal dispute resolution processes may be initiated. This involves a more structured approach, which may include mediation or arbitration, depending on the nature of the dispute.

10.4. Mediation: Mediation is a voluntary process where an independent third party, known as a mediator, helps both parties reach a mutually acceptable resolution. The mediator does not make decisions but facilitates discussions to aid in finding a common ground.

10.5. Arbitration: In cases where mediation is not successful or deemed inappropriate, arbitration may be the next step. Arbitration involves an independent third party, an arbitrator, who reviews the evidence and makes a decision that is usually binding for both parties. This process is generally faster and less formal than court proceedings.

10.6. Legal Proceedings: While The Suit Man & Co endeavors to resolve disputes out of court, there may be situations where legal proceedings are necessary. In such cases, disputes will be resolved exclusively in the courts of the United Kingdom, and clients agree to submit to the jurisdiction of these courts.

10.7. Governing Law: This Policy and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of the United Kingdom.

10.8. Timeframe for Raising Disputes: Clients are advised to raise any disputes as soon as possible. Delay in bringing up a dispute may impact the ability to resolve the issue effectively and may also affect any potential legal claims.

10.9. Client Cooperation: During any dispute resolution process, clients are expected to cooperate fully by providing all necessary information, documents, and evidence required to assess and resolve the dispute.

10.10. Confidentiality: All parties agree to maintain confidentiality during the dispute resolution process. Information shared or discussed, including the terms of any resolution, should not be disclosed to third parties, except as required by law or with the consent of both parties.

11. TERMINATION OF ACCOUNTS OR SERVICES

11.1. Grounds for Termination: The Suit Man & Co reserves the right to terminate or suspend a client's account or access to services if there is evidence of conduct that violates the terms and conditions outlined in this Policy, or if there is any behavior that is deemed harmful to The Suit Man & Co, its clients, or its affiliates. Grounds for termination include, but are not limited to, fraudulent activities, breach of intellectual property rights, failure to pay for services rendered, and providing false or misleading information.

11.2. Voluntary Account Closure: Clients may choose to close their account with The Suit Man & Co at any time. A request for account closure should be submitted in writing via the contact details provided on our website. Upon receipt of such a request, The Suit Man & Co will proceed with the closure of the account and inform the client once completed.

11.3. Effect of Termination: Upon termination of an account, either by the client or by The Suit Man & Co, the client will lose access to all services and any data or content stored in their account. The Suit Man & Co is not responsible for any loss of data or content as a result of account termination.

11.4. Outstanding Obligations: Termination of an account or services does not absolve the client of any outstanding obligations, including payment for services rendered or any other liabilities incurred prior to the termination.

11.5. Notification of Termination: The Suit Man & Co will provide the client with reasonable notice of termination, where possible, outlining the reasons for such action. In cases where immediate termination is necessary, the client will be informed promptly post-termination.

11.6. Preservation of Records: Following termination, The Suit Man & Co will preserve records related to the client's account and past transactions as required by law and for compliance with accounting and taxation standards.

11.7. Reinstatement of Services: In situations where an account or service has been terminated due to misunderstanding or rectifiable issues, clients may request a review for potential reinstatement. Such requests will be considered at The Suit Man & Co's discretion and based on the merits of the individual case.

11.8. Client Feedback: Clients are encouraged to provide feedback or reasons for terminating their accounts, as this helps The Suit Man & Co improve its services and client experiences in the future.

12. ELECTRONIC COMMUNICATIONS

12.1. Consent to Electronic Communications: By using the services of The Suit Man & Co, clients consent to receiving electronic communications from us. These communications may include emails, texts, or notices posted on our website and may pertain to orders, products, services, and accounts.

12.2. Electronic Contracts: Clients acknowledge that any agreements, notices, disclosures, or other communications that The Suit Man & Co provides electronically satisfy any legal requirement that such communications be in writing.

12.3. Accuracy of Client Information: Clients are responsible for providing The Suit Man & Co with accurate and current contact information for electronic communications. The Suit Man & Co is not responsible for any failure of communication due to incorrect contact details provided by the client.

12.4. Opt-Out Option: Clients have the option to opt-out of certain electronic communications from The Suit Man & Co. Instructions for opting out will be provided in the communications sent to clients. However, opting out may prevent clients from receiving important updates or information regarding their orders or accounts.

12.5. Security of Electronic Communications: While The Suit Man & Co endeavors to protect the security of electronic communications, the transmission of information via the internet is not completely secure. We cannot guarantee the security of data transmitted to our website; any transmission is at the client's own risk. We employ strict procedures and security features to prevent unauthorized access as much as possible.

12.6. Use of Electronic Communication Channels: Clients agree to use electronic communication channels provided by The Suit Man & Co, including email and website communication tools, in a responsible and lawful manner. Clients shall not use these channels for the transmission of malicious, offensive, defamatory, or otherwise illegal content.

12.7. Record-Keeping of Communications: The Suit Man & Co maintains records of electronic communications for business, legal, and compliance purposes. These records are kept in accordance with our data protection and privacy policies and are subject to the same confidentiality standards.

12.8. Changes to Communication Preferences: Clients can change their communication preferences at any time by contacting The Suit Man & Co through the provided contact channels. We will make the necessary adjustments in a timely manner to reflect the client's updated preferences.

12.9. Notifications and Alerts: The Suit Man & Co may send notifications and alerts regarding service updates, security warnings, and other relevant information. While we endeavor to provide timely and accurate information, we cannot guarantee that all communications will be free from errors, interruptions, or delays.

12.10. Legal Validity of Electronic Communications: Electronic communications exchanged between The Suit Man & Co and its clients will be considered as valid and legally binding as traditional written documents. Clients agree that all electronic communications satisfy the legal requirements for writing, including but not limited to, the provision of information, agreements, and notices.

13. LICENSE AND SITE ACCESS

13.1. Grant of License: The Suit Man & Co grants clients and users a limited, revocable, non-exclusive, and non-transferable license to access and make personal use of thesuitmanandco.com and its content. This license does not include any right for resale or commercial use of the site or its contents; collection and use of any product listings, descriptions, or prices; derivative use of the site or its contents; downloading or copying of account information for the benefit of another merchant; or any use of data mining, robots, or similar data gathering and extraction tools.

13.2. Restrictions on Use: The license granted by The Suit Man & Co does not permit the following: a. Reproduction, duplication, copying, selling, reselling, visiting, or otherwise exploiting this site or its content for any commercial purpose without express written consent from The Suit Man & Co. b. Any collection and use of any product listings, descriptions, or prices. c. Any derivative use of this site or its contents. d. Any downloading or copying of account

information for the benefit of another merchant. e. Any use of data mining, robots, or similar data gathering and extraction tools.

13.3. No Illegal or Prohibited Use: As a condition of your use of thesuitmanandco.com, you warrant to The Suit Man & Co that you will not use the site for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use the site in any manner which could damage, disable, overburden, or impair the site or interfere with any other party's use and enjoyment of the site.

13.4. Intellectual Property: All content included on the site, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the property of The Suit Man & Co or its content suppliers and protected by UK and international copyright laws. The compilation of all content on this site is the exclusive property of The Suit Man & Co and protected by UK and international copyright laws.

13.5. Site Modification and Accessibility: The Suit Man & Co reserves the right to make changes to thesuitmanandco.com, its policies, and these Terms and Conditions at any time. The Suit Man & Co does not warrant that the site, its servers, or email sent from thesuitmanandco.com are free of viruses or other harmful components. The Suit Man & Co will not be liable for any damages of any kind arising from the use of this site, including, but not limited to, direct, indirect, incidental, punitive, and consequential damages.

13.6. Third-Party Links: The site may include links to other websites or resources. These links are provided for convenience only and do not signify that The Suit Man & Co endorses the website(s). The Suit Man & Co has no responsibility for the content of the linked website(s).

14. DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

14.1. Disclaimer of Warranties: The Suit Man & Co makes no representations or warranties of any kind, express or implied, as to the operation of thesuitmanandco.com or the information, content, materials, or products included on this site. You expressly agree that your use of this site is at your sole risk. To the full extent permissible by applicable law, The Suit Man & Co disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. The Suit Man & Co does not warrant that this site, its servers, or email sent from thesuitmanandco.com are free of viruses or other harmful components.

14.2. Limitation of Liability: The Suit Man & Co will not be liable for any damages of any kind arising from the use of this site, including, but not limited to, direct, indirect, incidental, punitive, and consequential damages, unless otherwise specified in writing. This limitation of liability applies to all damages of any kind, including but not limited to loss of income or profit, loss of or damage to property and claims of third parties.

14.3. No Guarantees of Service Availability: While The Suit Man & Co endeavors to ensure that thesuitmanandco.com is normally available 24 hours a day, The Suit Man & Co shall not be liable if for any reason the site is unavailable at any time or for any period. Access to the site may be suspended temporarily and without notice in the case of system failure, maintenance or repair, or for reasons beyond The Suit Man & Co's control.

14.4. Information Accuracy: The material displayed on thesuitmanandco.com is provided without any guarantees, conditions, or warranties as to its accuracy. Unless expressly stated to the contrary, to the fullest extent permitted by law, The Suit Man & Co and its suppliers, content providers, and advertisers hereby expressly exclude all conditions, warranties, and other terms which might otherwise be implied by statute, common law, or the law of equity and shall not be liable for any damages whatsoever, including but not limited to any direct, indirect, special, consequential, punitive, or incidental damages, or damages for loss of use, profits, data, or other intangibles, damage to goodwill or reputation, or the cost of procurement of substitute goods and services, arising out of or related to the use, inability to use, performance, or failures of this website or the linked sites and any materials posted thereon, irrespective of whether such damages were foreseeable or arise in contract, tort, equity, restitution, by statute, at common law, or otherwise.

15. CHANGES TO TERMS AND CONDITIONS

15.1. Right to Amend Policy: The Suit Man & Co reserves the right to amend, modify, or replace these Terms and Conditions at any time. Such amendments may be necessary due to changes in the law, new regulatory requirements, improvements or enhancements made to our services, or other reasons deemed necessary by The Suit Man & Co.

15.2. Notification of Changes: Clients and users of thesuitmanandco.com will be informed of any significant changes to these Terms and Conditions. Notification may be provided via the website,

email, or other communication methods deemed appropriate by The Suit Man & Co. The mode of notification will be chosen based on the extent and nature of the changes.

15.3. **Effective Date of Changes:** Changes to these Terms and Conditions will become effective as soon as they are posted on thesuitmanandco.com or communicated to clients and users, unless a later date is specified in the notice. Continued use of the website and services after the effective date of any changes will constitute acceptance of the revised Terms and Conditions.

15.4. **Client Responsibility to Stay Informed:** Clients and users have the responsibility to stay informed about changes to these Terms and Conditions. The Suit Man & Co recommends regularly reviewing the Terms and Conditions on the website. Ignorance of the revised terms will not serve as a defense in case of non-compliance.

15.5. **Historical Versions:** The Suit Man & Co may keep previous versions of the Terms and Conditions in an archive for clients' reference. These historical versions will not be legally binding, but they can serve as a reference to understand the evolution of our policies and practices.

15.6. **Client Feedback on Changes:** The Suit Man & Co values client feedback and encourages clients to provide their views on any proposed changes to the Terms and Conditions. While not all feedback can result in alterations to the proposed terms, constructive feedback is welcomed and can be influential in shaping future policies.

15.7. **Disagreement with Changes:** If a client disagrees with any changes to these Terms and Conditions, they should cease using The Suit Man & Co's services and website immediately. Continuing to use the services after the effective date of any changes indicates acceptance of the new terms.

15.8. **Variations in Specific Agreements:** In certain cases, specific agreements with clients may supersede these Terms and Conditions. Any such variations will be agreed upon in writing. In the event of a conflict between these Terms and Conditions and a specific written agreement, the terms of the specific agreement will prevail.

15.9. **Legal Compliance:** All amendments to these Terms and Conditions will be made in compliance with applicable laws and regulations. The Suit Man & Co is committed to ensuring that all changes are legally sound and reflect the best interests of the company and its clients.

16. MISCELLANEOUS

16.1. Entire Agreement: These Terms and Conditions constitute the entire agreement between The Suit Man & Co and its clients regarding the use of thesuitmanandco.com and its services, superseding any prior agreements or understandings, whether oral or written.

16.2. Severability: If any part of these Terms and Conditions is determined to be invalid or unenforceable pursuant to applicable law, including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision, and the remainder of the Terms and Conditions shall continue in effect.

16.3. Non-Waiver: The failure of The Suit Man & Co to exercise or enforce any right or provision of these Terms and Conditions shall not constitute a waiver of such right or provision. A waiver of any default is not a waiver of any subsequent default.

16.4. Assignment: The Suit Man & Co may assign or transfer its rights and obligations under these Terms and Conditions without restriction. However, clients may not assign or transfer any of their rights or obligations under these Terms and Conditions without the express written consent of The Suit Man & Co.

16.5. Headings: The headings and titles of the various sections in these Terms and Conditions are for convenience only and have no legal or contractual effect.

16.6. Force Majeure: The Suit Man & Co shall not be liable for any failure to perform its obligations under these Terms and Conditions if the failure results from a force majeure event. Force majeure events include, but are not limited to, acts of God, war, government regulations, disasters, strikes (other than those involving The Suit Man & Co's employees or agents), civil disorder, or other similar events beyond the control of The Suit Man & Co.

16.7. Communication: Any formal communication required under these Terms and Conditions should be sent to The Suit Man & Co's registered address, or via email to the contact details provided on our website.

16.8. Governing Law and Jurisdiction: These Terms and Conditions shall be governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising under or in

connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.