



TERMS AND CONDITIONS

Starz Costumes is a company registered in England with registered number 11794087. Our trading address and registered office is 5 Main Street, St Marys Island, Chatham, Kent ME4 3SE. UK.

Acceptance of Terms and Conditions

When you submit your order to Party Store you are confirming that you are purchasing as a business not as a consumer and that you accept the content of our terms and conditions. All orders placed by you are subject to acceptance by Starz Costumes and product availability.

Proposal prices and availabilities

All items are in stock and are priced at the time of creating the proposal. They may be subject to change, due to manufacturer price and availability changes.

Delivered Parcels

All parcels received must be checked at the time of delivery. Only the number of boxes received should be signed for. Any damaged parcels received should be signed for as damaged, and photographs should be taken of the damaged parcel to substantiate any claim. Any orders received incorrectly or with damaged items must be notified by telephone or email within 48 hours of receipt to enable a claim to be made.

Samples

We encourage you to order product samples, however collection of unwanted samples will be subject to a small delivery charge.

Payment Terms

Payment is required upon dispatch of the order.

For customers who pay on a terms basis, all payments are due within 30 days of delivery.

Returns

Please contact us for returns authorisation.

We only accept returns if the item is in a fully re-sellable condition, with all packaging and tags intact, and items must be returned within 28 days of invoice. A receipt of postage should be obtained for all returned items.

Please note that garments which are not regular stock items will not be accepted back for refund. For reasons of hygiene we are unable to refund hats, wigs, tights or underwear. Refunds may take up to 14 days to be processed.