

TERMS AND CONDITIONS – CUSTOM

The business relationship between United Apparel Solution UK Ltd. (hereinafter referred to as UAS UK) and the customer shall be governed exclusively by the following General Terms and Conditions (GTC) in the version valid at the time of the order.

1. General

- (1) These General Terms and Conditions apply to all offers, purchase contracts, deliveries, and services relating to custom-made products ordered via our Teamshop online platform at www.cuore.com, by telephone, email, fax, or post. Furthermore, these General Terms and Conditions also apply to sales in the showroom, unless the following provisions are specifically geared toward distance selling.
- (2) Our General Terms and Conditions apply to both consumers and entrepreneurs, unless a distinction is made in the respective clause. A consumer is any natural person who enters into a legal transaction for a purpose that cannot be attributed to their commercial or independent professional activity.
- (3) The customer's terms and conditions do not apply, even if their validity is not separately contradicted in individual cases.

2. Order, conclusion of contract, deposit

- (1) The terms and conditions for all services provided by UAS UK are subject to change and non-binding. The customer's inquiry to UAS UK does not constitute acceptance of an order and does not trigger an ordering process. The purchase contract is only concluded upon confirmation by UAS UK and the customer's approval of the print release.
- (2) UAS UK is entitled to accept the contractual offer contained in the order within two weeks. UAS UK may refuse to accept the order, e.g. if the customer's deadline is too tight.
- (3) The customer will receive an image file with all details for review and written approval. Once the customer has given their approval for printing, no further changes are possible.
- (4) A deposit of 50% is due for immediate payment upon placing the order. The order will only be released for execution by UAS UK upon receipt of the deposit. Late payment may lead to delivery delays.
- (5) If an order is not placed after UAS UK has already provided design services, these design services will be invoiced at a rate of GBP 100 (gross) for tops and GBP 70 (gross) for bottoms. If, for whatever reason, the order is not placed or is withdrawn and design proposals have already been sent to the customer, these design services will be invoiced at the above-mentioned prices.

3. Prices

The prices quoted are exclusive of statutory value added tax and transport costs, which are based on the order quantity and delivery location.

4. Exclusion of the right of withdrawal

The right of return and revocation does not apply to goods and products that have been manufactured according to customer specifications. Due to the customer-specific nature of this order, no returns will be accepted unless the goods are defective or there is a written agreement between the parties. The customer must notify UAS UK in writing of any defective goods within 48 hours of delivery. The customer is responsible for the safe packaging and timely return of the defective goods. It is also recommended that the damaged goods, as well as boxes and packaging materials, be kept for inspection by the delivering carrier.

Defects in parts of the delivery do not entitle the customer to reject the entire delivery. The customer is obliged to report any defects within the statutory deadlines. UAS UK reserves the right to repair, replace, or reduce the purchase price.

5. Samples

- (1) The customer shall be given the opportunity in advance to try on the sizes, where available, and to examine the material using a sample collection. These items in the sample collection correspond to the material and functional properties as well as the sizes of the delivered goods.
- (2) The sample collection shall be made available to the customer for a period of two weeks. If the sample collection is not returned on time, the customer will be charged for it. In the event of loss, damage, or soiling of the samples, UAS UK reserves the right to charge the customer for the lost, damaged, or soiled samples. If the collection is not returned, the entire collection will be charged. In the event of late payment, standard commercial interest will be charged.

6. Third-party copyrights/property rights, indemnification

- (1) The customer warrants that they hold all rights for the printing of the designs and logos they have submitted and transfers the unrestricted rights of use to UAS UK in terms of time, space, and media.
- (2) The customer warrants that the content of the documents they have provided does not violate applicable laws or public decency.
- (3) UAS UK accepts no liability in the event of copyright infringements. UAS UK is not liable for claims for damages, legal costs, or other claims arising from copyright infringements; the customer is solely liable.

7. Product labeling, own copyright

- (1) All items supplied by UAS UK bear the CUORE logo on the front of all tops and on the front left and back right of all pants. Furthermore, inner labels and/or inner prints bear the CUORE lettering or the CUORE logo. In addition, zippers or elastic bands, for example, may be marked or printed with CUORE logos.
- (2) All rights to the designs and models are held by CUORE.
- (3) All images and texts on www.cuore.com are the property of CUORE and are protected by copyright. In the event of unlawful use, CUORE will take legal action immediately and without notice.
- (4) CUORE is entitled to reproduce the products produced on behalf of the customer in its own publications, print and online media, social media, advertisements, etc., and to present them at trade fairs or exhibitions.
- (5) CUORE may name the customer as a reference. The customer transfers to CUORE the unrestricted rights of use, in terms of time, space, and media, to the images, logos, and graphics sent for the creation of the design.
- (6) CUORE reserves the right to sell products that have not been accepted.
- (7) CUORE reserves the ownership rights and copyrights to illustrations, design drafts, drawings, calculations, and other documents provided to the customer. This also applies to documents that have not been expressly marked as confidential.

8. Delivery time, shipping, transfer of risk

- (1) Production and delivery shall only take place after payment of the 50% advance payment. The remaining 50% of the invoice amount shall be due upon delivery.
- (2) Delivery dates and delivery periods shall only be binding if they have been expressly confirmed in writing by UAS UK. Late receipt of payments may result in postponements of the delivery date. The delivery period shall be interrupted for the duration of the customer's review of the approved designs (so-called "ready for print"), from the date of dispatch to the customer until the approval is received. If the customer requests a further change to the order, which is subject to a charge, a new delivery period shall commence from the date of the customer's renewed approval for printing. In the event of a culpable exceeding of an agreed delivery period, a delay in delivery shall only be deemed to have occurred after a reasonable grace period has been set. Events of force majeure entitle UAS UK to postpone delivery for the duration of the hindrance. Strikes, lockouts, and other circumstances that make delivery significantly more difficult or impossible are equivalent to force majeure.
- (3) Shipping is at the expense and risk of the customer, even for "free delivery" shipments. The risk is transferred to the customer as soon as the shipment has been handed over to the persons or companies carrying out the transport. If the customer requests a special shipping method or a special shipping route, they must bear the additional costs for this.
- (4) The contents must be checked for completeness and integrity immediately upon receipt of the shipment. If the shipment is damaged, a complaint must be made immediately to the delivery agent and recorded in writing.

9. Retention of title

The delivered goods remain the property of UAS UK until full payment has been made. In the event of resale, the customer assigns to UAS UK all claims and other entitlements against its contractual partner arising from the resale, including all ancillary rights. Until full payment of the contractual services has been made, the customer is not entitled to pledge the goods subject to retention of title or to transfer them as security.

10. Complaints, material defects

- (1) The customer must immediately check the accuracy of the order confirmation and report any errors without delay. UAS UK is not liable for errors overlooked by the customer after approval has been given.
- (2) Defects in parts of the delivery do not entitle the customer to reject the entire delivery. The customer is obliged to report any defects within the statutory periods. UAS UK reserves the right to repair, replace, or reduce the purchase price.
- (3) Technically unavoidable tolerances in terms of color, fabric quality, material, weight, and other designs are not grounds for complaint on the part of the customer. In textile printing, slight variations in tone values are possible despite the utmost care due to technical conditions, and tone values may also be displayed differently due to screen settings. These minor deviations are not grounds for complaint by the customer.
- (4) The customer shall bear the regular costs of the return shipment if the delivered goods correspond to those ordered and if the price of the item to be returned does not exceed GBP 35 or, in the case of a higher price, if the consideration or a contractually agreed partial payment has not yet been paid at the time of revocation. Otherwise, the return shipment is free of charge for the customer.

11. Personal data, data protection

- (1) All personal data will be treated confidentially. UAS UK may process and store data relating to the respective purchase contracts to the extent necessary for the execution and processing of the purchase contract and for as long as CUORE is obliged to store this data due to legal regulations. Furthermore, address and order data will be collected and processed for our own marketing purposes. Note: The customer may object to the use of their data for marketing purposes at any time by notifying UAS UK or revoking their consent.
- (2) UAS UK reserves the right to transfer the customer's personal data to credit agencies to the extent necessary for the purpose of a credit check, provided that the customer expressly agrees to this in each individual case. Otherwise, personal customer data will not be passed on to third parties without the customer's express consent, except where UAS UK is legally obliged to disclose data.
- (3) Further information on data protection is available at the following link: www.cuore.com/privacy-policy

12. Final clause

Any deviating agreements must be made in writing. Should any provision of these General Terms and Conditions be invalid, this shall not affect the validity of the remaining provisions.

13. Place of jurisdiction

- (1) Unless otherwise specified in the contract, the place of performance and payment is our registered office. The statutory provisions on jurisdiction remain unaffected, unless otherwise specified in paragraph 3.
- (2) This contract is governed by the laws of the United Kingdom, excluding the UN Convention on Contracts for the International Sale of Goods. This does not apply if specific consumer protection regulations in the customer's home country are more favorable.
- (3) The place of jurisdiction for contracts with merchants, legal entities under public law, or special funds under public law is the court responsible for our place of business.

Errors and misprints excepted. Status: October 2026

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