

GENERAL CONDITIONS

TERMS AND CONDITIONS OF USE / CASH?

For our online shopping we accept CreditCards and Paypal. Monkey Sergeant cannot accept any responsibility for cash entrusted to the postal system.

CONTACTING MONKEY SERGEANT?

For the online shop, contact us via mail info@monkeysergeant.com

CUSTOMS? LEGAL PROBLEMS?

You as a customer are responsible for any legal problems concerning customs and delivery of goods in your country. This also concerns items which are opened, lost, delayed, detained or seized by postal or customs authorities. Monkey Sergeant can not be held responsible for any legal problems concerning customs and delivery of goods.

DAYTIME DELIVERY ADDRESS?

UPS work on a weekday, daytime basis only. If you fail to give us a daytime delivery address, the delivery of your parcel might be difficult, but all orders are discreetly packed and shipped so delivery to a work address could also be an option.

SIGNATURE?

All our parcels need to be signed for by you as we need to have proof that you have received the parcel. Any suggestions like 'drop it over the gate' or 'leave it at the front door' can't be accepted, as the parcels might get stolen.

GUARANTEE?

Leather clothing is guaranteed for 6 months as to workmanship and materials. Provided that the items have been properly maintained and reasonably used, we make repairs in this time limit free of charge on production of your original receipt.

GOODS NOT AVAILABLE?

You will be informed within 24 hours and will be given an indication of the expected date of delivery. We will proceed with the balance of the order wherever practicable.

IMPORT DUTIES & TAX IN MY COUNTRY OF RESIDENCE?

EU: no income duties & taxes in your country; Non EU: being a company, Monkey Sergeant has to declare the goods. Any local import duties & taxes are to be carried by the customer. We are unable to send parcels as a gift, they have to be declared.

LIABILITY?

Monkey Sergeant can not take responsibility for damage or injury incurred whilst using our products. We are not able to accept responsibility for items which are opened, lost, delayed, detained or seized by postal or customs authorities.

PARCEL NOT RECEIVED?

Notify us immediately and the matter will be handled with priority.

PARCEL RETURNED TO MONKEY SERGEANT BY SHIPPING COMPANY?

If for any reason, the parcel is returned to us for redelivery, the total cost of resending falls on the customer. So please make sure you have entered a daytime delivery address and that the address is correct!

QUALITY?

All products are checked for quality before they are dispatched. Please check your delivery carefully upon receipt and notify us at once if anything is wrong.

RETURNING CUSTOM MADE GOODS?

Custom made goods can not be returned, as they were made especially for you.

RETURNING GOODS?

Yes, provided they come back to us in unused condition and its intact original packing. And as long as you notify in writing within 7 days of receiving the goods. You will be refunded the costs of the goods, less our initial invoiced shipping costs. The costs of resending the goods falls on you. Our decision on the state of the goods when returned to us shall be final.

SHIP ON WEEKENDS?

We ship Monday to Friday, not at weekends and public or bank holidays.

SHIPPING COMPANIES?

We use UPS courier service with an almost 100% reliability. We recommend this service for all destinations if you want your goods fast! Please visit [UPS ONLINE](#).

TRACKING?

You will be given a tracking number if we send the order out, with which you can follow the shipment.

VAT?

EU: all goods are invoiced including UK VAT (20%)

Non EU: all goods are invoiced excluding 20% VAT