

AJS EMBROIDERY SERVICES LIMITED - Terms and Conditions of Sale.

Embroidery Threads & Consumable Products.

Effective Date: 01.08.2026

These Terms and Conditions apply to all purchases of embroidery threads, consumables and related products made through the website of **AJS EMBROIDERY SERVICES LIMITED**.

By placing an order through our website, you agree to these Terms and Conditions.

1. About Us

Business Name: **AJS EMBROIDERY SERVICES LIMITED**

Address: **Pod 3 Evo Park, Little Oak Drive, Sherwood Business Park, Annesley, Nottingham NG15 0EB**

Email: **info@ajsemb.uk**

Telephone: **0115 9459460**

Company Registration Number: **2947639**

VAT Number: **GB728411637**

2. Products

We supply embroidery threads, stabilisers, bobbins, needles, backing, sprays, accessories and other embroidery consumables.

Product photographs are provided for illustration purposes only. Colours displayed on screens may differ from the actual product.

Manufacturers may update packaging or specifications without prior notice.

3. Ordering

Your order is an offer to purchase goods.

After placing an order, you will receive an acknowledgement email. This does not constitute acceptance.

A contract is formed only when we dispatch your goods or send confirmation that your order has been accepted.

We reserve the right to refuse any order where:

- Stock is unavailable
 - Pricing errors occur
 - Fraud is suspected
 - Payment cannot be authorised
 - An obvious website error has occurred
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4. Prices

All prices are shown in Pounds Sterling (£).

Prices include VAT where applicable.

Delivery charges are calculated during checkout and shown before payment.

Prices may change at any time but will not affect confirmed orders.

5. Payment

Payment must be made in full before goods are dispatched.

We accept the payment methods displayed during checkout.

Ownership of the goods remains with AJS until payment has been received in full.

6. Stock Availability

While we aim to maintain accurate stock levels, some products may become unavailable.

If an item cannot be supplied, we may:

- Contact you regarding an alternative;
 - Dispatch the remainder of your order;
 - Issue a full or partial refund.
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7. Delivery – Carrier - FedEx

Estimated delivery times are provided for guidance only. (Delivery hours via FedEx are from 8am – 6pm, Monday - Friday) Notification email/text will be sent upon dispatch.

To ensure best possible chance of a next day delivery – please place orders before 2pm at latest. After this time orders will be processed the next working day.

Fedex @ £8.99.

We are not liable for delays caused by couriers, customs, severe weather or circumstances beyond our reasonable control.

Risk in the goods passes to you once delivery has taken place.

Please inspect your order promptly and notify us within 48 hours of receiving any damaged or missing items.

8. Consumer Right to Cancel

If you are purchasing as a consumer, you have the right to cancel your order within 14 days of receiving your goods under the Consumer Contracts Regulations 2013.

To exercise this right, you must notify us within the cancellation period.

Returned goods must be:

- Unused;
- In their original condition;
- Complete with original packaging where reasonably possible.

You are responsible for the cost of returning unwanted items unless we have agreed otherwise.

Refunds will normally be processed within 14 days of receiving the returned goods or satisfactory evidence that they have been returned.

9. Returns

We accept returns where goods are:

- Faulty;
- Damaged during delivery;
- Incorrectly supplied;

Please contact AJS before returning any goods. A restocking charge may occur.

We may request photographs of damaged items before arranging a replacement or refund.

10. Faulty Products

If a product develops a fault, your rights are protected under the Consumer Rights Act 2015.

Where appropriate we will:

- Replace the product; or
- Provide a refund.

This does not affect your statutory rights.

11. Colour Variations

Thread colours displayed on computer monitors, tablets and mobile devices may vary from the actual product.

Manufacturing batches may also vary slightly between dye lots.

These normal variations are not considered faults.

12. Product Suitability

Customers are responsible for ensuring products are suitable for their intended embroidery machine, fabric or application.

We are happy to provide general product guidance but cannot guarantee compatibility with every machine or embroidery system.

13. Commercial Use

Products supplied for commercial embroidery businesses remain subject to these Terms unless separate trade terms have been agreed.

14. Force Majeure

We shall not be liable for delays caused by events beyond our reasonable control including supplier shortages, transport disruption, severe weather, industrial action, fire, flood or government restrictions.

15. Website Accuracy

Whilst we make every effort to ensure information is accurate, occasional errors may occur.

We reserve the right to correct pricing, descriptions and specifications without prior notice.

16. Contact Details:

AJS EMBROIDERY SERVICES LIMITED
Pod 3 Evo Park, Little Oak Drive
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Nottingham
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01159459460

