



**Title:** Quidos Merchandise Terms and Conditions

**Issue:** v1.3

**Issued by:** Georgina Morse

**Date:** 15/01/2026

**Approved by:** Anastasiia Vereshko

**Date:** 15/01/2026

#### Revision History

| Issue | Issued     | Approved   | Reviewed                         |
|-------|------------|------------|----------------------------------|
| 1.0   | 18/01/2022 | 19/01/2022 |                                  |
| 1.1   | 08/02/2024 |            |                                  |
| 1.2   | 15/01/2025 | 15/01/2025 |                                  |
| 1.3   | 15/01/2026 | 15/01/2026 | Changed the VAT info on point 1. |

### **Quidos Merchandise Terms and Conditions**

1. When purchasing from the Quidos website, the merchandise will be sent to your provided address via an approved delivery provider. Merchandise item prices are exclusive of VAT; the VAT charge will be added in the shopping basket before checkout.
2. Shipping will cost £4.99, without a minimum spending.
3. When returning an item of merchandise, the customer will cover the cost of shipping the item in which they wish to return. Quidos will then issue a refund to the customer for the cost of the item only. An item can only be returned if the item is faulty or wrong size.
4. If an item of merchandise needs to be exchanged due to wrong size, the customer will follow the same process as a return and receive a refund for the original item. The customer will then order the item of the correct size through the website again.
5. The customer will send back the items they wish to return or exchange through their own methods. They will request the address of where to send the items back to by contacting [training@quidos.co.uk](mailto:training@quidos.co.uk) or [marketing@quidos.co.uk](mailto:marketing@quidos.co.uk)
6. Any orders requesting international shipping will be automatically cancelled and refunded.
7. Orders can be shipped to anywhere within the UK and British Isles