

Terms and Conditions of Sale

Effective date: 01/11/2025

Last updated: 07/10/2025

1. Introduction

These Terms and Conditions (“Terms”) apply to all purchases made through www.nudgeco.com, operated by **Nudge Innovations Ltd** (“we,” “us,” or “our”). By placing an order on our website, you agree to be bound by these Terms.

If you do not agree with any part of these Terms, you should not place an order or use our website.

2. Company Details

Nudge Innovations Ltd

Suite 4.4, The Pentagon Centre
36–38 Washington Street
Glasgow, G3 8AZ
Scotland, United Kingdom

Company Registration Number: **SC607474**

VAT Number: **GB 317 8324 00**

Email: **info@nudgeco.com**

3. Products

We sell physical products, including the **Duet reusable bottle and cup**, which may be customised through laser etching.

Images and descriptions of our products are for illustrative purposes only. While we make every effort to display colours and details accurately, there may be minor variations in appearance or finish.

4. Orders and Contract Formation

Your order is an offer to purchase a product. We will confirm receipt of your order by email, but a binding contract will only exist once we dispatch the product and send you a dispatch confirmation.

We reserve the right to cancel any order prior to dispatch, for example if the product is out of stock, there is an error in pricing, or payment cannot be processed.

5. Pricing and Payment

All prices for UK customers are shown **inclusive of VAT**. For international customers, prices may be displayed **excluding VAT**, with import duties or taxes payable locally.

Payment is taken **at the time of order** via Shopify Payments, which supports most major credit and debit cards, as well as Apple Pay.

All transactions are processed securely. We do not store or have access to your payment card details.

6. Shipping and Delivery

We currently deliver to the **UK and EU**.

- **UK delivery:** Free standard delivery, typically within **3–5 working days**.
- **EU delivery:** Via Parcelforce or Royal Mail International, typically within **5–10 working days**.

Delivery times are estimates and may vary during busy periods.

If your order contains **pre-order items**, payment will be taken immediately, and the item will be shipped once available. Estimated dispatch times will be displayed on the product page.

Risk in the goods passes to you upon delivery, but ownership remains with Nudge Innovations Ltd until payment is received in full.

7. Returns and Refunds

We want you to be happy with your purchase. If you are not satisfied, you have the right to cancel and return your order within **14 days** of receipt.

To arrange a return, please email info@nudgeco.com with your order number.

Returned items must be in their original condition. Personalised items may not be eligible for return unless faulty.

- Return shipping costs are the customer's responsibility.
- Refunds will be processed within **7 days** of your return being accepted.
- Refunds are made to the original payment method.

This policy does not affect your statutory rights under UK consumer law.

8. Warranty

Our products are covered by a **2-year manufacturer's warranty** from the date of purchase.

This warranty covers manufacturing defects but does not apply to damage caused by misuse, accidents, improper care, or normal wear and tear.

If you believe your product is faulty, please contact info@nudgeco.com with proof of purchase and a description of the issue.

9. Liability

Nothing in these Terms excludes or limits our liability for death or personal injury caused by negligence, fraud, or any matter that cannot be limited by law.

To the extent permitted by law, we are not responsible for:

- Indirect or consequential losses;
- Loss of profits, goodwill, or opportunity; or
- Any failure or delay in performance caused by circumstances beyond our reasonable control.

Our total liability for any claim arising out of or in connection with your purchase shall not exceed the price paid for the product.

10. Personalised Items

Customised or personalised products (such as laser-etched Duet bottles) are produced based on the information you provide. Please check all details carefully before submission.

We cannot accept returns or issue refunds for personalised products unless they are defective or damaged.

11. Customer Service

All customer support is handled via email: **info@nudgeco.com**

We do not offer phone or live chat support at this time.

12. Governing Law and Jurisdiction

These Terms are governed by the **laws of Scotland**. Any disputes arising in connection with these Terms or your purchase shall be subject to the **exclusive jurisdiction of the Scottish courts**.

If you are a consumer residing elsewhere in the UK, you may also bring proceedings in your local court.

13. Updates to These Terms

We may update these Terms occasionally to reflect changes in law, business practice, or our product range. The version published on our website at the time of purchase will apply to your order.

14. Contact Information

For any questions about these Terms or your order, please contact:

Nudge Innovations Ltd

Suite 4.4, The Pentagon Centre

36–38 Washington Street

Glasgow, G3 8AZ

Email: **info@nudgeco.com**