

AVAILABILITY AND DELIVERY

All M/S GOHEL B M S. products are built to order. Delivery time will vary from product to product and cannot be guaranteed. An indicative time period is approximately 14 days including shipping time. Shipping delays due to courier companies cannot be controlled by M/S GOHEL B M S. .

If a fabric chosen by you is found to be sold out post-purchase, we will offer you similar options. If the options are not suitable, a refund will be provided for the shirt in question (unless clubbed with a promotional offer).

YOUR ACCOUNT

You agree that any use on the site is at your own risk and M/S GOHEL B M S. is not responsible for it. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password.

PRICING

Whilst we try to ensure that all details, descriptions and prices that appear on this Website are accurate, errors may occur. If we discover an error in the price of any Product or Service that you have ordered from M/S GOHEL B M S. , we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the Product or Service, you will receive a full refund. For shipments outside of India, you will be solely responsible to incur any of charges or fees that follows all the regulations, customs duties, fees, etc. imposed by the destination country in relation to the Product(s) or Services. Delivery costs may be charged in addition; such additional charges are displayed where applicable and included in the total cost.

PAYMENT

Our domestic prices are exclusive of GST. Tax is applicable at checkout. Payments may be made by Master Card, Visa, and American Express. The safety of your Credit Card information is of paramount importance to us. We do not store any credit card information and your payment details are automatically encrypted when you enter them. Upon receiving your order we carry out a standard pre-authorization check on your payment card to ensure there are sufficient funds to fulfill the transaction. Products will not be dispatched, and Services will not be performed, until this pre-authorization check has been completed. Your card will be debited once the order has been accepted.

TRADEMARK, COPYRIGHT AND RESTRICTION

This site is controlled and operated by VOUGG, All material on this site, including images, illustrations, audio clips, and video clips, are protected by copyrights, trademarks, and other intellectual property rights that are owned and controlled by us or by other parties that have licensed their material to us. Material on www.M/S GOHEL B M SS.COM web site owned, operated, licensed or controlled by us is solely for your personal, non-commercial use. You must not copy, reproduce, republish, upload, post, transmit or distribute such material in any way, including by e-mail or other electronic means. Directly or indirectly you must not assist any other person to do so either or Without the prior written consent of the owner, modification of the materials, use of the materials on any other web site or networked computer environment or use of the materials for any purpose other than personal, non-commercial use is a violation of the copyrights, trademarks and other proprietary rights, and is prohibited. Any use for which you receive any remuneration, whether in money or otherwise, is a commercial use for the purposes of this clause.

PRODUCT DESCRIPTION

M/S M/S GOHEL B M S B M S tries to be as accurate as possible. However, M/S M/S GOHEL B M S B M S does not warrant that product description or other content of this site is accurate, complete, reliable, current, or error-free.

Our customization software is a computer render of the actual fabric. Colors and patterns may appear different based on the screen resolutions being used. The final shirt may differ slightly from that of the image being displayed.

PRIVACY POLICY

M/S GOHEL B M S. values its customers and respects their privacy. We collect customer information in an effort to improve your shopping experience and to communicate with you about our products, services and promotions. M/S GOHEL B M S. recognizes that it must maintain and use customer information responsibly. We will not rent, give or sell your personally identifiable information to any outside organisation for that organisation's own use without your consent. Your data will not be provided to third parties for marketing. We do not store any credit card information.

LIMITED LIABILITY

For all purchases made online and in stores, M/S GOHEL B M S. 's liability extends to the value of the products purchased by the customer.

F A Q

SEND A SHIRT

M/S GOHEL B M S. is not responsible for any damage / loss to your shirt in shipping it to or from our offices. The shirt will be returned along with your order, and in the same condition that we received it.

Sample shirts will be used purely for measurements, not styling details or shirt construction

Measurements:

Every fabric has a unique weight, feel and fall- hence measurements may appear to be different. Please be prepared for slight variances in fit based on fabrics, You can store the measurements of your custom shirts on your account for future reference. The account will help you save multiple measurement profiles with the option of choosing any while placing your order. When a customer provides us their body measurements, we add a "breathing" margin(0.5") based on the selected fit.

RETURNS / ALTERATIONS

On the first fitting under the fit guarantee promise, if the shirt does not fit quite right, we will complete all reasonable alterations to provide a well fitted shirt. However we reserve the right to refuse alterations if we consider the garment to fit appropriately.

Instances where we will not cover alteration costs include:

- If the alteration is directly related to a change in order requirement from the Customer once the garment has already been produced.
- If the Customer goes against the recommendation or measurement confirmed to us and insists on a particular measurement or style.
- If the Customer's measurements have changed from the date of measurement to the date of fitting.
- If the Customer's measurements change down the track - we do not provide a fit guarantee for the lifetime of the garment.
- We do not provide refund on any shirts sold. Shirts once sold can be replaced/alterd only in case of a manufacturing error or if it is covered under our fit guarantee scheme. Since we keep limited inventory, we may not always have the same item that you purchased available with us. Hence we may not be able to replace it for you. In that case, we will provide you with a store credit, which you can adjust the next time you shop with us. We do not permit exchange of a shirt purchased from our site. To return a shirt, the customer must write to us at hello@gohels.com, a prompt response is assured to such mails. We are not liable for any damages caused to the shirt during transit.

- In the unlikely event that you are not satisfied by the order received from us, you can return the product within 7 days from the receipt of the shipment. Shirts must be unused, unworn, unwashed and undamaged. Return shirts will only be accepted in their original packaging. Any shirts that have been damaged, soiled or altered will not be accepted and will be sent back to the customer. In such scenarios, we will not be able to reimburse the return shipment borne by the customer. If the return is covered under our fit guarantee scheme or is due to an error on our part (incorrect item sent, damaged/defective product), we will replace the shirt or credit your M/S GOHEL B M S account with the invoice value as well as the shipping charge you bear to return the package, up to a maximum of INR 100 for India (or equivalent) per shirt. All returns, apart from the scenarios mentioned above, which are not valid will not be accepted and will be sent back.

Redemption of Store Credits and Vouchers

Store Credits

In case of order cancellation, returns in compliance with our return policy or lost shipments, we shall provide you with store credits as compensation. You can adjust these store credits against your next order with us. You can always view your available credits in your M/S GOHEL B M S account.

Vouchers

We may issue the customer certain vouchers from time to time. These vouchers can be used the next time you shop with us. You can view your available vouchers any time in your M/S GOHEL B M S account. We allow only one voucher to be redeemed per shirt. These Vouchers cannot be combined with any other promotional offers or discount codes. Vouchers cannot be used in parts and have to be used as a whole only. Each voucher type has its own expiry and own set of terms and conditions.

Send a Shirt Vouchers: These vouchers are given to the customer on the receipt of the customer's benchmark shirt for measurement. On receipt of your sample shirt, we will credit your account with a Send A Shirt voucher of Rs. 100. This voucher can be redeemed by you on your next purchase on our website. Send A Shirt vouchers have an expiry of 60 days, after which you will not be able to redeem it against any order.

We may launch additional voucher schemes from time to time, with different terms than the ones listed above. We also reserve the right to discontinue any voucher scheme without any intimation to the customer other than the update of these terms and conditions.

Discount Coupons/Codes or other Promotional Vouchers

There are other types of limited period vouchers or discount coupons/codes which can be issued, or cancelled by us as part of any campaign or scheme. The terms for these campaigns will be decided by us at the time of the campaign and these should be acceptable to you.

While participating in our promotional campaign(s), as mentioned hereinabove, you hereby agree to release and hold M/S GOHEL B M S (and its officers, directors, agents, subsidiaries, affiliates, joint ventures, and employees) harmless from any claim or demand, including but not limited to reasonable attorneys' fees, or arising out of or related to your participation in the said promotion.