



United Repair Centre

Terms and Conditions & Privacy Policy

If you would like to talk to us, please get in touch with our team and we'd be happy to help:

Contact: letsrepair@unitedrepaircentre.com

Please read these Terms and Conditions carefully before you submit your repair via the Website, Platform, or In-Store as these Terms and Conditions will apply to your repair registration. If you do not agree with these Terms and Conditions, you must not use our service.

DEFINED TERMS

"User", "you" and "your" means you, the user of any Services;

"Service", and "services" means any service offered and conducted by United Repair Centre.

"Tailor", and "Tailors" means our in-house tailor team who provide the repair and alteration services.

"Workshop" means a location where our Tailors conduct the services on your order.

"Website" means United Repair Centre's website and booking platform.

"Platform" means United Repair Centre's Repair Platform.

"Brand Partner" means a company who we have a commercial relationship with.

"Delivery Partner" means a third-party company who operate collections and deliveries to and from our Users.



1. Service Description

- 1.1. At United Repair Centre, we offer you the ability to register (and pay) for a wide array of garment repair and alteration services. Our services are delivered by our skilled Tailors in our own workshop.
- 1.2. We offer our services through our brand partners. It is important to know we are two separate companies. Which means that the brands that we have commercial partnerships with will have different Terms and Conditions, Privacy Policies and Service Level Agreements than ourselves. Please feel comfortable with both before requesting a repair.
- 1.3. We offer the services to the customers of the brands and consider you as our service user. We take full responsibility for the booking, execution, and quality of the services provided.
- 1.4. United Repair Centre uses external Delivery Partners. Please see the "Delivery and Collection" section of this document for further details.
- 1.5. We may update these Terms and Conditions from time to time. Please ensure you are up to date.
- 1.6. You have legal rights in relation to services that are not performed with reasonable care and skill or are otherwise not as described. Nothing in these Terms and Conditions will affect these legal rights.

2. Our requirements of you

- 2.1. We want to make sure our tailors have a comfortable and clean working environment. You have a part in this as well.
- 2.2. Our tailors deserve to work with clean items. If the items we receive are deemed too dirty to handle, we'll reach out to you or the brand partner with two options; we can clean your items, or we can return the items. Both options will incur an additional charge and will increase throughput time. We reserve the right to choose to only return the items back to you and not clean your items.
- 2.3. We expect you to clearly list all issues on your garment during the registration process. Only listed issues will be repaired, and non-listed issues will thus not be repaired. In case there are clear issues on the garment that are not listed, we might get in touch with you and offer to repair them as well. This will incur additional charges and will be agreed upon with you. A payment link might be shared with you for this.
- 2.4. We intend to guide you as best as possible to choose the right repair size during the registration process, if however, upon arrival we assess the severity of the repair differently, we will get in touch with you to discuss the options. If you choose to repair anyway, an additional payment might be required and a payment link will be shared.
- 2.5. If additional payments are required, we will not return the item until the payment has been completed, unless you choose not to progress with the order. If you change your mind after our re-quoting of a price, we will refund you for the service. We hold the right to charge additional collection and delivery fees.

3. Our tailoring approach

- 3.1. Our Tailors will always strive to repair the item in a way that stays as similar as possible to the original esthetics and functionality of the item. We will strive to use similar fabric and hardware. In cases where we do not have the original materials available, the integrity of the garment is our top priority. The color of the fabric used for the repair may not be an exact match, but we'll do our best to find the closest match possible.
- 3.2. If the only possible repair approach can result in a large difference from the item's original state, we will contact you, either through the brand partner or directly, to inform you of the approach and ask for your consent.
- 3.3. If you need a redo that isn't due to our error, and it involves more than what was initially agreed upon or what was agreed upon after a new proposal, we may need to charge for the additional service. We hold the right to charge additional collection and delivery fees.
- 3.4. If for whatever reason, you may not want to continue the service on your garment, we'll return it and refund (if applicable) you for the work that was not started. We do however reserve the right to not issue a full refund in the event that we have incurred a loss due to our own costs of collection and delivery.
- 3.5. If our Tailors find that the service you've registered doesn't fit the need of the garment we'll get in touch with some alternatives, either directly or through our brand partner. You can freely decide whether to agree with this suggestion or not.
- 3.6. If your garment is judged "un-repairable" by our Tailors, we will get in touch with you. You can choose to have the item returned to you or have it used for recycling.
- 3.7. If upon receipt of your repaired item you are not happy with the way it was done you will need to contact the brand partner of the associated item. If it is decided that indeed your dissatisfaction is due to poor craftsmanship or any other reason that is our fault we will allow you a redo at our costs.
- 3.8. We provide a 6 months warranty on our repairs. If the repair on your item is faulty within these 6 months you can contact us for a new repair without additional costs.

4. Shipping your Garment

- 4.1. We use a wide range of logistical partners to get an item from you to us, and from us to you, depending on where you live. Depending on the brand partner we might also use their logistical partner.
- 4.2. It is important to understand that items in transit are exclusively under the care of our Delivery Partners. All our shipments are insured. If an order is lost in transit, you must make the brand partner or United Repair Centre aware via email within 14 days from the date it was collected.
- 4.3. In the event that the order is not found or the item is damaged, we advise you to get in touch with the relevant brand partner who will seek to arrange a solution.
- 4.4. At United Repair Centre we believe Repair is the New Cool, we thus want to meet high standards. We aim for an internal 7-day turnaround on your order excluding shipping. This is an aim and not a legally binding rule. We strive for high quality repairs; we never rush a job at the expense of quality. Some reasons that might influence turnaround time are complex orders, high volumes during peak seasons, lack of right repair materials, technical issues and other unforeseen circumstances.
- 4.5. When delays occur we strive to update you, through the brand partner or directly, to ensure you are aware of it. You will have the right to cancel the repair.

4.6. Please note that if you choose an alteration that you will not be able to return the item with our brand partner. Some brand partners might offer more flexible return policies, but this is at their discretion. It's always advisable to check the specific return policy of the brand partner where you purchased the item, especially if you're considering alterations. This policy should outline the terms under which returns are accepted, including any conditions related to alterations or use of the item.

5. General

5.1. We do not accept any liability for the following types of loss, whether caused by breach of contract, tort (including negligence) or otherwise, even if the loss is foreseeable: loss of income or revenue; loss of earnings; loss of profits; loss of anticipated savings; or waste of management or office time.

5.2. We do not exclude or limit our liability for death or personal injury arising from our negligence, for fraud or fraudulent misrepresentation, or for any other liability which cannot be excluded or limited under English law.

5.3. We may revise these Terms and Conditions from time to time.

6. Privacy Policy

6.1. This privacy notice governs how United Repair Centre collects, uses, maintains and discloses information collected from users.

6.2. Who is responsible for the processing of your personal data?

United Repair Centre is responsible for the processing of personal data obtained through brand partners or directly through the website or platform in accordance with the EU General Data Protection Regulation (GDPR) and other applicable laws and regulations, because we determine how and why your personal data is processed.

6.3. What personal data do we process, for what purposes and on what grounds?

Any information related to a person that can be used to identify them directly or indirectly is personal data.

| Personal data (categories) | Purposes of processing | Legal basis |
|--|---|--|
| Personal Information, which consists of: Contact Information (first and last name; postal address; billing address; shipping address; email address and telephone number), bank account and credit card | To register and process an item on our website or platform; to fulfill your repair, facilitate the payment process, process payments and manage returns and refunds; to inform you about your repair; to send you event notification emails and | Performance of our contract; explicit consent of the User; our legitimate interest to improve the quality of our repairs and services; or compliance with a legal obligation |

| | | |
|--|--|--|
| information, language preference | review e-mails on your item; to publish your repair review; customer experience; to make back-ups; to detect fraudulent activities on our website; and to respond to binding requests or orders from authorities and courts and comply with relevant legal and regulatory requirements. | |
| Details of Registration or purchase, which consists of: details of (un)completed registrations or purchases; details of returned goods; and correspondence exchanged between User and customer service team. | To fulfill your orders placed on our website or platform; to process payments and refunds; to address customer service concerns; to remind you by email of non-completion of an intended purchase; to respond to binding requests or orders from authorities and courts or verified requests for assistance in their investigation of potential crimes; and to comply with relevant legal and regulatory requirements. | Performance of our contract; our legitimate interests for easy completion of an intended purchase and protecting our business from fraudulent activities, or compliance with a legal obligation. |
| Website Interaction Data, which consists of: Universal Unique identifier (UUID); Google Analytics User ID and IP address | To use cookies, Google Analytics, JavaScript, HTML 5 and other digital technologies to improve site functionality by tracking usage; to provide social media functionality; and to respond to binding requests or orders from authorities and courts and comply with relevant legal and regulatory requirements. | Explicit consent of the User; or compliance with a legal obligation |

6.4. **Storage period of personal data:** We will retain your personal data for as long as necessary to fulfill our contractual relationship with you. We will also retain your personal data as necessary to comply with our legal obligations, resolve disputes and enforce our agreements. Where we no longer need to process your personal data for the purposes set out in this notice, we will delete your personal data from our systems. Where permissible, we will also delete your personal data upon your request; information on how to make a deletion request can be found in the section “Your rights and withdrawal of permission” below.



- 6.5. The storage period of personal data processed using cookies is determined by your engagement with our website. If you have not visited our website for at least 2 years we will remove the historic record of your interaction data.
- 6.6. Your rights and withdrawal of permission. You have the right to opt-out of the use of your personal data by Patagonia for our mailing list or other direct marketing purposes at any time. You may do so by either clicking the unsubscribe option at the bottom of each email or by making a request to us through our data subject access request portal located here.
- 6.7. You also have the right to request an overview of your personal data processed by United Repair Centre, object to or restrict its processing, and request removal or correction if your data appears incorrect or irrelevant, by making a request to us through letsrepair@unitedrepaircentre.com. Please note that if you request the removal of or restrict the processing of some or all of your personal data, we may not be able to meet our contractual obligations with you or respond adequately to your customer service queries. There might also be circumstances in which we cannot accommodate a request, if that would preempt us from fulfilling certain legal obligations under applicable law. In addition, you have the statutory right to complain to a competent data protection authority.
- 6.8. **Changes to this privacy notice** United Repair Centre has the discretion to update this privacy notice at any time. We encourage the Users to frequently check this page for any changes to stay informed

Contacting us

For questions about this privacy notice or the practices of the Site, you can contact United Repair Centre London, Unit 4, Crusader Industrial Estate, 167 Hermitage Rd, Harringay Warehouse District, London N4 1LZ, United Kingdom or via email at letsrepair@unitedrepaircentre.com