



Terms & Conditions - from 1st July 2025

Unless otherwise agreed in writing, these Sales Terms and Conditions apply exclusively to all sales of Goods by Great Lengths to the Purchaser in the Territory. Any additional or different terms or conditions proposed by the Purchaser are expressly objected to and will not be binding upon Great Lengths unless specifically agreed in writing by Great Lengths.

1 Definitions

"Great Lengths" means DM Distributions Limited trading as Great Lengths.

"Purchaser" means the person, firm or company purchasing the Goods.

"Goods" means the Hair, Products, Training and Equipment.

"Territory" means the United Kingdom and Ireland.

"System" means Great Lengths training and hair extension machine equipment.

"Hair" means Great Lengths hair extensions.

"Products" means Great Lengths hair care products and accessories.

"Equipment" means the Great Lengths hair extension application machine and accessories.

"Training" means the hair extension application training and other training courses provided by Great Lengths.

2 Conditions

2.1 All transactions between Great Lengths and the Purchaser shall be subject to these Terms and Conditions.

2.2 All orders are subject to acceptance by Great Lengths. Acceptance may be made in writing, electronically, or by shipping the ordered Goods. Great Lengths reserves the right to reject any order.

3 Agreement

3.1 When the Purchaser makes a payment for Great Lengths Goods; the agreement is binding.

3.3 The Purchaser must provide the name of their Great Lengths Certified Stylist applying the extensions and their customer's name when ordering Goods.

4 Prices and Payment

4.1 Great Lengths reserves the right to increase the price of any Goods at any time.

4.2 All payments must be made by the Purchaser. Payments by any other party (such as a client) are not accepted by Great Lengths.

4.3 Payment for Equipment and Training must be made on the dates notified in writing by Great Lengths.

4.4 Payment for all Hair and/or Products must be received prior to despatch, unless specifically agreed in writing by Great Lengths prior to the order being placed.

4.5 If the Purchaser fails to make any payment in accordance with these terms any outstanding monies may attract interest at a rate of 5% per annum above the base lending rate of Barclays Bank Plc until full payment is received.

4.6 If the Purchaser's cheque or Direct Debit is returned unpaid by the bank, Great Lengths will levy an administration charge as a result of bank charges incurred.

4.7 After one failed payment, Great Lengths will require cleared funds prior to despatch of Goods.

5 Quality

5.1 Great Lengths will endeavour to ensure that the Goods shall conform to Great Lengths minimum quality standards.

6 Delivery

6.1 Great Lengths will use all reasonable endeavours to deliver the Goods by the date agreed. However, any dates quoted for delivery are approximate only and the time for delivery shall not be of the essence.

6.2 Great Lengths will not be liable for any delay or failure to deliver the Goods.

6.3 Great Lengths will be entitled to deliver the Goods in instalments where appropriate.

6.4 Great Lengths are not responsible for the carrier services it engages to deliver the Goods to the Purchaser but may be able to assist investigating any claims of late or non-delivery.

7 Risk and Property

7.1 Risk of the Goods shall pass to the Purchaser upon delivery to your nominated place and must be covered under the Purchaser's insurance policy.

7.2 Until payment in full is received the Goods remain the property of Great Lengths.

7.3 Great Lengths are entitled to enter the Purchaser's premises and seize the Goods in the event of non-payment for the Goods.

8 Acceptance of Goods

8.1 The deposit paid to secure a place on a Great Lengths Training course is nonrefundable in any event.

8.2 If attendance at a Great Lengths Training course is postponed or cancelled by the Purchaser; an alternative date must be booked within 6 months.

8.3 No refunds will be given on receipt of the Equipment and after commencement of the Training.

8.4 Any outstanding payments will remain due, in accordance with Great Lengths Credit Account Policy.

8.5 Returns are subject to the Great Lengths Returns Policy.

9 Guarantees

9.1 The Equipment is guaranteed against defect for a period of 12 months from delivery. The Purchaser must return the defective item at their own risk and expense together with details of the defect. (For the avoidance of doubt, this warranty does not extend to Hair or Products provided by Great Lengths).

9.2 The guarantee shall not apply to Equipment that has been misused or mistreated.

9.3 Great Lengths will repair or replace defective Equipment as soon as possible.





9.4 Great Lengths recommend only using Great Lengths Products for the maintenance of Great Lengths Hair.

9.5 Great Lengths are not obliged to assist with any queries or complaints where no Great Lengths Products have been used by you or by your customers. This must be explained to the Purchaser's customers at the consultation stage.

9.6 The Purchaser must offer their customer a FREE consultation and FREE one month after application maintenance check.

9.7 Great Lengths will guarantee its Hair for 3 months providing all aspects of Great Lengths UK and Ireland 3 Month Quality Guarantee have been followed.

10 General

10.1 To apply for certification from Great Lengths the Stylist must be qualified to a minimum of NVQ Level 2 Hairdressing or an equivalent recognised qualification or in exceptional circumstances at the discretion of Great Lengths.

10.2 Only Stylists certified by Great Lengths may use the Great Lengths Equipment and Hair.

10.3 Great Lengths will only certify Stylists trained by Great Lengths who achieve the minimum standards set by Great Lengths.

10.4 Great Lengths Hair must only be applied using Great Lengths Equipment. Great Lengths reserves the right to refuse to supply the Purchaser with Hair if there is evidence that Great Lengths Hair has been applied using non-Great Lengths Equipment.

10.5 Great Lengths Equipment must only be used to apply Great Lengths Hair and not for any other hair extensions. Great Lengths reserve the right to refuse to supply the Purchaser with Hair if there is evidence that Great Lengths Equipment has been used to apply other hair extensions.

10.6 The Purchaser must notify Great Lengths in writing of the following changes in circumstances as soon as possible:

- a) New trading name.
- b) New trading address and contact details.
- c) Change of VAT circumstances; e.g. becoming VAT registered, losing VAT status or change of VAT number.
- d) Change of payment information.
- e) When a Great Lengths certified Stylist leaves your business.
- f) If the Purchaser no longer has the Great Lengths Equipment.
- g) If the business goes into liquidation, is subject to a winding up order or ceases to trade

10.7 Great Lengths do not offer franchises or areas of exclusivity.

10.8 Where a Great Lengths certified Stylist moves to a different salon than the one where they were originally certified, Great Lengths reserves the right to trade with them.

10.9 Great Lengths will only supply goods to the Purchaser if they or a member of their staff is a Great Lengths certified Stylist.

10.10 Great Lengths can withdraw the supply of Goods, and/or remove the Purchaser's details from the referral list; and/or request that the Purchaser's certified Stylist attends further training at the Purchaser's cost at any time.

10.11 Great Lengths will not be able to assist with any queries raised following the application of Hair unless the Purchaser provides a copy of the relevant Consultation Form.

10.12 Great Lengths reserves the right to amend its range of Goods at any time. Great Lengths will endeavour to give reasonable notice if Goods are withdrawn from sale.

11 Marketing

11.1 Great Lengths logo and branding may be used by the Purchaser in accordance with the brand guidelines set out by Great Lengths as long as the Purchaser continues to trade with Great Lengths.

11.2 The Purchaser must send a written proof to Great Lengths before publishing any material using Great Lengths' name or describing the Goods.

11.3 Great Lengths may require the Purchaser to assist in marketing activities where mutual benefits and costs may incur.

12 Set Off

12.1 The Purchaser is not entitled to withhold any payment pending the outcome of a query.

13 Liability

13.1 Great Lengths' liability whether in contract or tort (including negligence) except in relation to personal injury or death shall be limited to £10,000 (ten thousand pounds).

13.2 Neither party shall be liable to the other for any consequential or indirect loss howsoever caused.

14 Force Majeure

14.1 Great Lengths shall not be liable for its failure to carry out its obligations under these Terms & Conditions where it is prevented from doing so by an event or events beyond its reasonable control.

15 Entire Agreement

15.1 These Terms & Conditions and the documents referred to in them, shall unless otherwise expressly agreed in writing, contain the entire agreement made between the Purchaser and Great Lengths and no other agreements, representations, warranties, promises or understandings express or implied will bind the parties or form part of a contract.

16 Waiver

16.1 No waiver or forbearance of Great Lengths in enforcing any rights under these Terms & Conditions will prejudice its right to do so at a later date.

17 Law

17.1 Any dispute relating to these Terms & Conditions will be governed by English Law.

17.2 In the event that the Purchaser no longer wish to keep the Goods, they must first offer these back to Great Lengths in writing. A potential Purchaser must be made aware that Great Lengths will not sell hair or products to a hairdresser who has not been certified by Great Lengths.