

## TERMS AND CONDITIONS

The following terms and conditions listed below will apply between you and Deo Deco London for the sale and purchase of the items contained in your basket. The terms do not affect your statutory rights.

### **Goods and Prices**

Goods will be sent to the address given by you in your order. We make every attempt to ensure that all prices on our website are accurate, however discrepancies may occur. If we discover an error in the price of goods already ordered we will inform you as soon as possible and ask that you reconfirm your order at the correct price, whilst also giving you the option to cancel it. If we are unsuccessful in contacting you we will consider the order cancelled. If we cancel your order, you will receive a full refund.

### **International Shipping**

If your delivery address is not within the United Kingdom, you may be subject to import duties and taxes, which are levied once a shipment reaches your country. Any such additional charges for customs clearance must be borne by you. You should be aware that cross-border shipments are subject to opening and inspection by customs authorities.

### **Validity**

By ordering a product you accept these terms and conditions. The terms and conditions are subject to change at any time, and it is your responsibility to check these terms and conditions regularly before ordering products in case there are any changes.

### **Your Undertakings and Warranties**

You warrant that the information given on your order form is complete and accurate.

### **Acknowledgement of Order**

When you have completed your order you will be sent an e-mail confirmation. It will state what the products are on order, the total cost and Post & Package charges, together with delivery and invoice details. If for any reason your order cannot be processed we will contact you.

### **Our Contract**

No contract for the sale of any product will subsist between you and Deo Deco London until the product(s) ordered have been despatched. You must check that the details on this confirmatory e-mail are correct as soon as possible.

### **Privacy**

If you place an order, you will have to provide personal information to us. We will not disclose that information to any third party without your consent, except for the purpose of processing the order and arranging delivery. We do not store our customer's financial details.

## **Payment**

All credit and charge card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, your order will not be accepted and we will not be liable for any delay or non-delivery.

## **Returns**

As stated in the returns policy on the Deco Deco London website, If you wish to return an item then you should email us at [hello@deodeco.co.uk](mailto:hello@deodeco.co.uk) to notify us of the return within 14 days of receiving the goods. You should inform us of the following:

Your name

Your postal address

Order/receipt number

Reason for returning the item/s

Whether you would like an exchange or refund

Unfortunately we cannot exchange or refund orders of pierced earrings or earring jewellery sets for hygiene reasons. These can only be exchanged or refunded if they are faulty.

Any items returned without prior notice in writing will not be accepted.

You must take reasonable care of all Goods in your possession and return them to us, appropriately packaged to avoid damage, within 14 days from receiving them.

We will refund the purchase price to you within 14 days of receiving the returned goods.

Items should be returned in their original packaging to ensure they are adequately protected in transit.

Items should be returned new, unused, and with all the tags still attached. Returns that are damaged or soiled will not be accepted and may be sent back to the customer.

## **Faulty Goods**

Goods are classified as faulty if they are received damaged, or where a manufacturing fault occurs within a month of purchase. Please note that items that are damaged as a result of wear and tear are not considered to be faulty.

If you would like to exchange a faulty item, please be aware that we can only replace it for the same product in the same colour and style, subject to availability. Where possible, we will offer to repair faulty items.

## **Late Returns**

Goods returned outside of the above timeframes will not be accepted and will be returned to the customer.

## **Risk And Ownership**

The risk of loss or damage to Goods passes to you upon delivery.

Ownership in all Goods remains with us until full payment of all amounts due to us have been received from you.

You will be responsible for the safe custody and insurance of all Goods in your possession.

You have no right to re-sell any Goods until the payment has been received in full by us.

## **Damaged Goods and Liability**

We warrant to you that the Goods ordered by you will meet the description as shown on our website (or any other description given to you in writing).

We will not have any responsibility for any damage which occurs to the Goods after delivery.

We do not accept any responsibility for any wear and tear, accidental damage or failure by you or by any third party to adhere to any written recommendation provided in relation to the Goods.

Liability to you for loss or damage under no circumstances must exceed in the total amount you have paid for the Goods. If you have reactions or allergies to certain materials it is your responsibility to check the Goods are suitable for you. Customers should contact us on [hello@deodeco.co.uk](mailto:hello@deodeco.co.uk) if they are want to check the materials of Goods. (However, we acknowledge that we cannot exclude legal liability for death or personal injury which is proved to be due to our negligence).

Your statutory rights as a consumer are not affected if, for any reason, you wish to return a product.

Returning faulty a product is subject to the following conditions: (i) the goods must be stored in appropriate conditions; if you do not store them in appropriate conditions we cannot be held responsible for faults or problems that arise as a result; (ii) any claim by you in respect of any shortages and/or defects in the goods upon receiving goods must be notified to us within 48 hours of receiving the goods, stating the nature of the shortage/defect and quoting the invoice no.; failure to so notify us will deem you to have accepted the condition of the goods. (iii) If any defect in any Goods appear within a month of delivery, you must notify us as soon as you become aware of the defect, giving us full details. We will then decide, in consultation with you, whether the defect is our responsibility. If so, we may arrange either to repair the Goods or to replace them with similar Goods. Any defective Goods to be returned to us must be returned at your expense. We do not accept responsibility for wear and tear.

## **Force Majeure**

While we send deliveries tracked, Deo Deco London shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond its reasonable control.

## **Limitation of Liability**

Although we take every care to ensure accuracy, we make no warranties as to the accuracy of the information we place on our web pages. The extent of our liability for any breach of these terms and conditions shall be limited to the value of the goods ordered by you in the relevant transaction.

### **Invalidity of Terms and Conditions**

If for any reason part of these terms and conditions is unenforceable; the validity of the remaining terms and conditions shall not be affected.

### **Governing Law and Jurisdiction**

These Terms shall be governed by and construed in accordance with English Law and agree to submit to the exclusive jurisdiction of the English courts.