



## *Terms & Conditions*

Terms and conditions for the supply of goods through the Lela's Workshop online store (Lelas-Workshop.com). These Terms and Conditions shall apply to all contracts entered into by Lela's Workshop ("Lela's Workshop", "we", "our", or "us"). By placing your order with us you are accepting these Terms and Conditions. Where you do not accept these Terms and Conditions in full, you do not have permission to access the contents of this website and should cease using it immediately.

By visiting our site and/or purchasing something from us, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms & Conditions"), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms & Conditions. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services.

Our store is hosted on Wix. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

### **SITE ACCESS AND CHANGES**

Our website changes regularly and access to this site is permitted on a temporary basis. We aim to update our site regularly, and may change the content at any time, including the product details and pricing without notice. If the need arises, we may suspend access to our site, or close it indefinitely. Any of the material on our site may be out of date at any given time, and we are under no obligation to update such material. You are also responsible for ensuring that all persons who access our site through your Internet connection are aware of these terms, and that they comply with them.

## **CONTRACT**

No contract will exist between you and Lela's Workshop for the sale of any product unless and until Lela's Workshop has accepted your order with a confirmation email and a full payment is taken from your credit/debit card or via Paypal. Our acceptance of your order brings into existence a legally binding contract between us. Only adults (persons aged 18 and over) are entitled to enter into legally binding contracts.

Lela's Workshop reserves the right not to accept your order in the event that we are unable to obtain authorisation for payment, if shipping restrictions apply to a particular item, if the item ordered does not meet our quality control standards and is withdrawn, out of stock or if there is an error in pricing or content. We may also refuse to process and therefore accept a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable for any indirect or consequential loss, damage or expenses arising from not accepting your order and we shall have no liability to you, by way of compensation, other than to refund the amount paid for the goods in question.

## **PAYMENT**

By purchasing on this site you confirm that the Paypal account or credit/debit card that is being used is yours or that you have been specifically authorised by the owner of the Paypal account or credit/debit card to use it. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment we will not be liable for any delay or non-delivery. Payment can be made by Paypal or via your credit/debit card linked to your Paypal account. Also by any other methods that may be advertised on our website site.

All credit/debit card transactions on this site are processed using Pay Pal, which is a secure online payment gateway which encrypts your card details in a secure host environment.

The prices payable for ordered goods are as set out in our website in GBP (UK Pounds). All prices are inclusive of the UK VAT. Delivery charges will be clearly displayed when selected and included in the total cost.

## **ORDER CANCELLATION**

Unless you cancel your order within 5 working days after full payment has been made, acceptance of your order and completion of the contract between you and Lela's Workshop will be completed when the goods have been dispatched.

To cancel your contract you must notify us of your decision by email here using the subject heading 'Cancellation' and supplying your order number and address. Any returns after the 5 day period stated above will be at the discretion of Lela's Workshop.

## **DEFECTIVE AND DAMAGED ITEMS**

All parcels must immediately be opened in the presence of the Courier upon receipt of the goods, to verify that the Goods are contained in the parcel are untampered with and undamaged. You acknowledge that if you fail to do this and subsequently find the Goods are not contained therein, or have been damaged during delivery, we may not be able to claim against the Courier or against our insurers. Accordingly, if you do fail to do this, you agree that you will be solely liable for any such loss or damage and shall waive, release and indemnify us from and against any claims relating thereto, to the fullest extent permitted by applicable law.

If you should receive an item that is defective, damaged or not what you ordered, please contact us here within 5 working days. We will help you resolve any issues as quickly as possible by replacing the item, once the faulty item has been returned to us by post. We will confirm the return address in writing, once you have contacted us about the fault.

## **REFUNDS AND EXCHANGES**

In the unlikely event that you are unhappy with your order please don't hesitate to contact us.

Each piece of Lela's Workshop is unique, therefore we cannot offer a refund on a piece unless it is found to be faulty. In certain circumstances we may be able to offer an exchange for another piece.

Read more about our refund policy on our website [here](#).

Upon receipt of items, the Paypal account, credit or debit card originally used for the purchase will be credited with the cost of the goods minus the delivery charges (exceptions may apply). We will process your refund within 48 hours of receipt. Your credit card company may take 4-7 working days to credit your account.

## **PROMOTIONAL SAMPLES**

Product samples lent to you by Lela's Workshop for promotional material, editorial use, photography or any other reason will be charged for in full if not returned in perfect condition. Unless otherwise agreed in writing by us, samples must be returned to us within 7 working days from the day of receipt.

## **INTELLECTUAL PROPERTY**

The entire content of this website, including all jewellery designs, photographs, logo, copyright, trademarks and other intellectual property rights it contains, including the use of the name Lela's Workshop is the sole property of Lela's Workshop. You may store, print and display the content supplied solely for your own personal use and you may draw the attention of others within your organisation to material posted on our site. You are not permitted to publish, manipulate, distribute or otherwise reproduce, in any format, any of the content or copies of the content supplied to you or which appears on this website nor may you use any such content in connection with any business or commercial enterprise. By using this service, you agree that you will not attempt to undermine the integrity of this website.

## **CHANGES TO TERMS & CONDITIONS**

You can review the most current version of the Terms & Conditions at any time on this [page](#).

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms & Conditions by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

## **AGREEMENT**

These terms and conditions set out the entire agreement between you and Lela's Workshop in respect of the sale, purchase and use of the goods. They supersede any previous agreement or understanding in relation to the subject matter hereof. No variation of these terms and conditions are binding on us unless agreed by us in writing.

## **CONTACT INFORMATION**

If you have any questions about these Terms & Conditions, please contact us at [info@LelasWorkshop.com](mailto:info@LelasWorkshop.com)