

SALES TERMS AND CONDITIONS

1) DELIVERY DELAY:

Dear customers,

We are a small workshop working day by day on making your accessories ready in the best conditions.

In order to maintain reasonable prices, we do not produce big quantities to avoid storage costs, but **produce on demand** for now, based on orders.

- If your item is not directly available, you need to allow us a production delay of 7 to 15 days, to get the best leather selection and best quality in finishing.
- Then we will deliver your item from Bali to the address requested through a specialised international export service. This system is processing shipping and home delivery in 7 to 15 days.

That means you would only wait between **15 to 30 days** to receive your favorite accessory!

2) SHIPMENT & DELIVERY CONDITIONS:

2) a. For the following countries (listed below),

we have an organized export system processing shipping + **Custom Tax clearance** for you. That means you will have nothing to pay at reception of your parcel:

- USA, Europe (member countries of EU), Australia, New Zealand, Japan.

2) b. For other countries (not mentioned above),

the Custom Regulations of your country will apply. That means you can whether receive your parcel without paying anything, or have to pay a **Custom Tax** (% of the price, fixed by your country) if Customs Services have picked your item and request it at delivery.

- It is on your responsibility to be aware of your country's regulations before purchasing, and to clear the eventual requested tax to get your parcel.
- No item can be refused/returned/refund due to the Custom process requests of your country.

3) SALES TERMS:

3) a. An **ORDER** is considered valid once THE CUSTOMER has completed the payment via the Online Store *www.handsofoizo.com* (by Credit Card or by Paypal) and THE SELLER has received its notification, this technical process being under the responsibility of the Website host WEEBLY.

3) b. The transaction is engaged between **THE CUSTOMER**, so designated by the data in the SHIPPING/BILLING INFORMATION Form at checkout, and **THE SELLER: HANDS OF OIZO**, registered French company under SIRET Number 80442445500017.

3) c. THE CUSTOMER has a **7-days period of withdrawal** after purchasing, according to Customers Protection laws running in France.

- That means you have to inform our **Customer Service** in less than 7 days in case you want to cancel your purchase.
- THE CUSTOMER cannot cancel any purchase after these seven days.

3) d. THE SELLER is responsible to deliver the purchased item(s) as per the announced delays in article 1), **counting from the first working day after THE ORDER is completed.**

If ever we would meet any problem and find ourselves in the impossibility of making your order ready in time, we are committed to inform you by e-mail of the reasons and propose you several options as:

- selecting another item or color if the one you have chosen is no longer available at this time
- accepting to add a specified necessary delay to get the item or color you have chosen
- cancelling your order and issuing the refund from us.

4) RETURN POLICY:

4) a. We have a **48-hours RETURN POLICY** allowing you to return the product and issue a REFUND request, only applicable if the 3 following conditions are complete:

- you inform us by an e-mail to **Customer Service** within 48 hours after the date of reception (date specified by the Courier Service)

- AND specify the reason of your return as a 'damaged product at reception', or 'wrong product received', with an attached photo to prove it
 - AND return the complete package in the same exact state as when received (complete packaging, label card included) to the address and through the process that we would detail to you.
- 4) b. Be informed that we will **NOT ALLOW ANY RETURN/REFUND** for the following reasons:
- The size/dimension of item is not fitting: You are responsible to take acknowledge of the precise measurements of each item, which are clearly specified in our Online Store, before purchasing.
 - The style/color of item is not matching your expectations: You are responsible to watch carefully all the photos provided on our Online Store, which present you a view of the style from each angle, of the color, and including focus on details, textures and finishing.
 - You are requested to pay a Custom Clearance Tax at the delivery: As explained in the article2) b. above, you are responsible of knowing your country's regulations before purchasing, and of clearing the eventual requested tax to get your parcel.

5) THESE SALES TERMS AND CONDITIONS

are subject to any **eventual amendment** from HANDS OF OIZO in time.

The current version that is published on the website and available for download at the date of your purchase is **the applicable one** for the whole process of your transaction.

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