

TERMS & CONDITIONS

You accept and consent to the practices described in the Terms & Conditions by visiting the Site. We may modify the T&C occasionally, and your continued use of this Site following such change shall signify your agreement to be bound by the modified T&C. Those persons wishing to use our services must read and agree to be bound by our policies relating to those services. In particular, we draw your attention to our policies relating to the terms of purchase and our Privacy Policy. If you are under 18, you must let your parent or guardian know about the 3 Love Hearts Privacy Policy before you register to use this Site or any of this Site's services.

Please read the Terms of Service or General Terms and Conditions of Sale and check back often. If you do not agree to any change to the T&C, you must immediately stop using the Site.

TERMS & CONDITIONS

This document (General Terms and Conditions of Sale or Terms of Service) defines the conditions applicable to sales concluded between, on the one hand, persons wishing to purchase via the 3 Love Heart website www.3lovehearts.co.uk hereinafter referred to as "the customer "and on the other hand the company 3 Love Hearts Handbags Collection Limited whose registered office 20-22 Wenlock Road, London, N1 7GU, hereinafter referred to as " 3 Love Hearts Handbags" or "3 Love Hearts". These conditions apply exclusively to a non-trader natural person.

PRICES

For the UK, all product prices include taxes, excluding shipping costs (see paragraph Shipping and Delivery). For all other countries outside the UK, prices are indicated in euros, USD or local currency. All product prices are calculated on a DDU basis (delivery duty unpaid), which means we are responsible for ensuring goods arrive safely at customers' destinations, and customers are responsible for import duties.

3lovehearts.co.uk reserves the right to modify its prices at any time without notice. From time to time, prices are subject to change in response to currency exchange rate changes, markdowns and other commercial factors. The products will be invoiced based

on the prices in force at the time of order registration. The products remain the property of 3lovehearts.co.uk until full receipt of the price by 3lovehearts.co.uk. The price is payable in full and in a single payment.

Suppose you are a customer whose credit/debit card is not denominated in £ sterling. In that case, the final price will be calculated in accordance with the applicable exchange rate on the day your card issuer processes the transaction.

ACCEPTANCE OF YOUR ORDER

We reserve the right not to accept your order in the event, for example, that we are unable to obtain payment authorisation, that shipping restrictions apply to a particular item, that the item ordered is out of stock or does not satisfy our quality control standards and is withdrawn, or that you do not meet the eligibility criteria set-out within the T&S.

Whilst every effort is made to ensure details on our website are accurate, we may occasionally discover an error in the pricing of products. If we find an error in the product pricing in your order, we will let you know as soon as possible. We shall be under no obligation to accept or fulfil an order for a product advertised at an incorrect price and reserve the right to cancel such an order that has been received or is in transit. If you order a product priced incorrectly, we will email or telephone you to inform you that we have yet to accept your order and/or that the relevant part of your order has been cancelled. If you have already paid for the goods, we shall refund the full amount as soon as possible.

ORDERING

All orders are subject to acceptance and availability, and Items in your shopping basket are not reserved and may be purchased by other customers.

3 Love Hearts offers products for sale that are dispatched from our warehouse. Customers will receive, within 48 hours of placing the order, they will receive an email to confirm it has been dispatched from our warehouse. This will include a tracking number so you can follow your order with our courier.

The customer can order on the Internet via the website www.3lovehearts.co.uk. Any order by a customer implies acceptance of the prices, deadlines and description of the products available for sale. 3lovehearts.co.uk undertakes to fulfil orders received on the website within the indicated production time. In the event of a production defect or extra delay of one or more ordered product(s), 3lovehearts.co.uk undertakes to inform the customer as soon as possible. Then, the customer's order will be automatically delayed or cancelled.

3 Love Hearts will record your transactions for at least one year.

SHIPPING AND DELIVERY

DELIVERY COST

The customer can choose from the following delivery methods:

- Standard home delivery in the UK is £10.
- The standard delivery in Europe is £25.
- The standard international delivery is £40.

SHIPPING DELAY

All our bags are **dispatched from our warehouse**, and it takes approximately Customers will receive, **within 48 hours of placing the order, they will receive an email to confirm it has been dispatched from our warehouse**. This will include a tracking number so you can follow your order with our courier.

TAXES AND DUTIES

EU customers are liable to 21% Import Taxes. Upon arrival in the EU before delivery, this is payable to our shipper (DHL).

We ship to all destinations outside the UK on a DDU basis (delivery duty unpaid), which means we are responsible for ensuring goods arrive safely to customers' destinations, and customers are responsible for import duties.

PAYMENT

Payment can be made by Visa, MasterCard, American Express, and any other methods that may occasionally be advertised on the site.

TRANSACTION SECURITY

3lovehearts.co.uk implements all means to ensure the confidentiality and security of data transmitted on the web and on the website www.3lovehearts.co.uk. In this respect, the website uses a secure payment module such as SSL (Secure Socket Layer).

Furthermore, we take reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure. Still, in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Site.

RETURNS AND REFUNDS

Returns

We hope that you will love your order! However, if you change your mind within the timeframes below, you can return any item in accordance with our Returns Procedure:

Timeframes for Returns/Cancellations

UK Orders – Goods must be returned within 30 days for any refund of the Handbag amount and delivery charges. Any returns are free **using the Royal Mail UK returns label** found inside the box.

EU-Orders – Goods must be returned within 30 days for any refund of the Handbag amount and delivery charges. Unless the goods are returned due to being faulty or incorrect, the cost of the return is non-refundable, and 3 Love Hearts reserves the right to arrange collection; in this case, the customer will be totally responsible for the collection charges. If you are returning the goods due to being faulty or incorrect, please get in touch with us at orders@3lovehearts.co.uk

Non-EU Orders: All goods must be returned within 30 days for any refund of the Handbag amount and delivery charges. Unless the goods being returned are due to being faulty or incorrect, the cost of the return is non-refundable, and 3 Love Hearts reserves the right to arrange collection; in this case, the customer will be totally responsible for the collection charges. If you are returning the goods due to being faulty or incorrect, please get in touch with us at orders@3lovehearts.co.uk

Here's what you need to do:

- Handbag products that are getting returned must be unused, in their original packaging, including dust bags (where applicable) and any labels.

- You can return any unwanted products during the first 30 days using one of the methods set out on your dispatch note – you can i) tick the refund or replacement tab and select the reason for returning the item by selecting a reason code listed next to the item/items you want to return and send the completed dispatch note back to us alongside the unwanted product, or ii) make use of the cancellation form that we sent across to you with your order confirmation (and that we are obliged to make available to you under consumer legislation) by completing and returning this form to us, again alongside your unwanted product – you can find a copy of the cancellation form here too. In returning the item, we must know your details, the order number it relates to, and whether you want a refund or a replacement. Without these details, we cannot take the action you want.
- Put the product with the completed dispatch note/cancellation form inside the box and send it to 3 Love Hearts, 3 Love Hearts Website Returns Department. 3 Love Hearts + Big Yellow Self Storage, 120-170 Stewarts Road, London, SW8 4UB, United Kingdom.
- For orders outside the UK, we strongly recommend using recorded delivery, registered post or another secure delivery method from a reputable carrier; also, retain the receipt only until you have received credit for the returned Handbag items. Please affix the free Royal Mail returns label for orders within the UK.

If you return your product in line with the Timeframes and Returns Procedure above, we will:

- Refund the customer the price you paid for the Handbag. However, please note that we are permitted by law to reduce your refund to reflect any reduction in the value of the goods if this has been caused by your handling them in a way which would not be permitted in a shop (e.g., products being returned must be treated in line with point 1 of the Returns Procedure above). If we refund you the price paid before we can inspect the goods and later discover you have unacceptably handled them, you must pay us an appropriate amount.
- Refund any delivery costs you have paid to receive your order. Although, as permitted by law, the maximum refund will be the costs of delivery by the least expensive delivery method we offer (provided that this is a common and generally acceptable method). For example, if we provide product delivery between 3-5 days at one price, but you decide to have the Handbag product delivered within 24 hours at a higher price. We will only refund what you would have paid for the cheaper delivery option.
- Refund will be processed to the original method of payment. Should the purchase have been made using multiple methods, i.e., credit/debit card and gift card, refunds will always be processed to the gift card first and the rest of the balance to the credit/debit card. We will email you to let you know your refund has been processed

and that refunds can take up to 15 working days to process from receipt by our Returns Department.

Please note that we can only accept returns of personalised products if the item is faulty. Any refund out of the 3 Love Hearts policy will be at the discretion of the 3 Love Hearts online team and will usually be given in ONLINE Credit to the value of the Handbag's current selling price.

CUSTOMER SERVICE

For any information or question, 3lovehearts.co.uk Customer Service can be reached by email at the following address: orders@3lovehearts.co.uk. Customer service is not available on weekends and will do its best to answer customers' requests as soon as possible between Monday and Friday.

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RESPONSIBILITY

3 Love Hearts has only an obligation of means for all stages of access to the website, the ordering process, delivery, customer service or subsequent services. 3 Love Hearts cannot be held liable for any inconvenience or damage inherent in the use of the Internet network, in particular a break in service, an external intrusion or the presence of computer viruses, or any fact qualified as force majeure, in accordance with case law.

PROTECTION OF PERSONAL DATA

3lovehearts.co.uk reserves the right to collect data on the customer, in particular through the use of cookies, in accordance with the legislation in force. The user can expressly oppose the disclosure of their contact details. To do this, they must report it by writing to 3 Love Hearts Handbags Collection Limited, Customer Service, 20-22 Wenlock Road, London, N1 7GU.

In accordance with the Data Protection Act law of January 6, 1978, the user has the right to access and rectify data concerning them. 3lovehearts.co.uk uses cookies to recognise the customer when connecting to www.3lovehearts.co.uk. The customer can deactivate the use of these cookies at any time by selecting the appropriate parameters in their browser.

Furthermore, you agree that we may use the Personal Information you provided to conduct appropriate anti-fraud checks. Personal Information you provide may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.