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Privacy Policy

All information provided will be kept confidential and secure (no information will be distributed to third parties unless granted permission).

I do not send spam emails/documents to your email address provided unless it's regarding your order or a query based on something relevant to an order or an a raised question.

All details you provide will only be used to distribute/send your order or to communicate with you regarding your order or anything relevant to something you've raised a query with.

Terms and Conditions of Sale:

Purchasing

Please don't hesitate to contact me if you have any questions regarding measurements or details about the item etc.

Item

Please ensure you read the description correctly.

Buying

I accept payment via Bank Transfer / Deposit and PayPal.

Postage

I accept combined postage. If you purchase multiple items, the postage amount is calculated by \$ amount of what you purchase. Please ask for a quote if have any queries and I'll get back to you ASAP.

I take care in packaging my items for a safe transit and am not liable or responsible if your item has been damaged though I am happy to assist you if this does happen.

I highly advise Express postage if you require the item soon. Please let me know first of the required by date and I'll do my best to ensure this arrives to you in time.

If your item is damaged, proof of your item and proof of damaged item is required to me and the post office. (other paperwork may be involved)

Returns

Returns only accepted if the item is faulty (by manufacturer) or the item description is incorrect.

(for more information read at point 1)

Proof needs to be provided by sending the item back to me first.

If the item is:

Found not faulty and you require a different size or colour etc - postage is paid by the buyer

Found faulty- postage is paid by the seller, after the item has been sent back in its original condition. and it has been checked and I agree on the fault.

If your item is found faulty, you will receive a replacement or a refund.

This will include: (New) items purchased + return postage) (OR REFUND)

Returns to be sent back and received within 14 days of item purchased. (From the Invoice date).

1. If returning by choice (I.E too small/big, not what you wanted) then returned postage is the buyer's responsibility and a case will need to be opened and solved.

PLEASE NOTE: If you decide for a refund - Refund for point 1. is only the cost of the item only (not the postage) and refund will be issued once the item has been received back in its original condition.

PLEASE MAKE SURE YOU READ THE ITEM DESCRIPTION AS I DO NOT ACCEPT RETURNS FOR MISREAD INFORMATION.

All items are described in the listing to the best of my ability, but if any items arrived damaged or you are unhappy, I ask that you contact me. Any problems can easily be solved.

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Returns & Refunds continued. (refer above)

We do accept returns and exchanges within 14 days after purchase. The goods must be in their original and in a saleable condition. Any faults caused by the buyer will not be accepted as a return.

The buyer is responsible for the return costs of postage and if required, return postage of the new goods to be resent if exchanging sizes or designs etc. (Pre-paid satchel with the returned goods would be ideal).

Faulty items by the manufacture - Elegant Designs by Nadeane will arrange a fresh item to be resent. Proof of fault is required.

Under garments are non exchangeable due to hygienic reasons.

Unfortunately personalised items are non-refundable. This includes Hangers, Robes, Briefs or Tops with Names or special Bridal Roles or Text. (unless found faulty by the manufacture.)

Special orders (these are orders ordered in especially for you) are non-returnable/refundable.

Possibly accepted within reason of being able to re-sell, I will confirm if this is likely.

Other Terms & Conditions of Sale

Invoices manually created will have more related Terms & Conditions of the sale at the bottom. Please ensure you read through these as they are the only conditions you need to be aware of. If you cannot see them please contact me and I can send them through).

No hidden costs or conditions other than what's noted on this manual invoice.

All user information is kept confidential. Please be sure to read the Privacy Policy and the Terms and Conditions of our store. These can also be found in the FAQ tab or via checkout when you shop.

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Terms & Conditions - continued

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Terms of Sale By placing an order you are offering to purchase a product on and subject to the following terms and conditions. All orders are subject to availability and confirmation of the order price. Dispatch times may vary according to availability and subject to any delays resulting from postal delays or force majeure for which we will not be responsible.

In order to contract with (www.elegantdesignsbynadeane) you must be over 18 years of age and possess a valid credit or debit card issued by a bank acceptable to us. (www.elegantdesignsbynadeane) retains the right to refuse any request made by you. If your order is accepted we will inform you by email and we will confirm the identity of the party which you have contracted with. This will usually be (www.elegantdesignsbynadeane) or may in some cases be a third party. Where a contract is made with a third party (www.elegantdesignsbynadeane) is not acting as either agent or principal and the contract is made between yourself and that third party and will be subject to the terms of sale which they supply you. When placing an order you undertake that all details you provide to us are true and accurate, that you are an authorized user of the credit or debit card used to place your order and that there are sufficient funds to cover the cost of the goods. The cost of foreign products and services may fluctuate. All prices advertised are subject to such changes.

(a) **Our Contract** When you place an order, you will receive an acknowledgement e-mail confirming receipt of your order: this email will only be an acknowledgement and will not constitute acceptance of your order. A contract between us will not be formed until we send you confirmation by e-mail that the goods which you ordered have been dispatched to you. Only those goods listed in the confirmation e-mail sent at the time of dispatch will be included in the contract formed.

(b) **Pricing and Availability** Whilst we try and ensure that all details, descriptions and prices which appear on this Website are accurate, errors may occur. If we discover an error in the price of any goods which you have ordered we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to

contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund. Delivery costs will be charged in addition; such additional charges are clearly displayed where applicable and included in the 'Total Cost'.

(c) Payment - Upon receiving your order we carry out a standard authorisation check on your payment card to ensure there are sufficient funds to fulfil the transaction. Your card will be debited upon authorisation being received. The monies received upon the debiting of your card shall be treated as a deposit against the value of the goods you wish to purchase. Once the goods have been despatched and you have been sent a confirmation email the monies paid as a deposit shall be used as consideration for the value of goods you have purchased as listed in the confirmation email.

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Complaints We operate a complaints handling procedure which we will use to try to resolve disputes when they first arise, please let us know if you have any complaints or comments.

Waiver If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

Entire Agreement The above Terms of Service constitute the entire agreement of the parties and supersede any and all preceding and contemporaneous agreements between you and (www.elegantdesignsbynadeane). Any waiver of any provision of the Terms of Service will be effective only if in writing and signed by a Director of (www.elegantdesignsbynadeane).

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