

General terms of business

**Elégance
Freepost
RRHL-LXHR-XKRS, Nottingham
NG5 1AE, United Kingdom**

Our team of customer service advisers is available Monday to Friday from 8.30 am to 8.00 pm and from 9.00 am to 5.00 pm on Saturday and Sunday. Outside these hours we will take your order on our telephone answering machines (please leave a contact telephone number in case of queries). Please note there may be a delay in processing orders placed late on Friday or at the weekend. We may record telephone calls for training purposes, and to ensure that we maintain our high customer-service standards.

FOR CREDIT CARD ORDERS

We are happy to accept MasterCard, VISA, Switch/Maestro, American Express, JCB Card and Diners Club. Please advise us if your billing address is different from the one we have on record. We will not charge your card until your order is despatched.

CHEQUE ORDERS AND OTHER WRITTEN ORDERS

Please complete your personal order form and post it to Elégance, Freepost, RRHL-LXHR-XKRS, Nottingham, NG5 1AE, United Kingdom. Please make cheques payable to Elégance boutique and please note that only cheques payable in pounds sterling can be accepted. For security reasons we bank all cheques on receipt.

We will sell and you will purchase items subject to our terms and conditions of business set out below. The contract in respect of the items supplied by us to you comes into existence when your order has been accepted by us.

DELIVERY

Availability is guaranteed only while stocks last. Any day or period for delivery is indicative only. We aim to despatch your goods as soon as we can, usually within 14 days of receipt of your payment. Please allow slightly longer for delivery to avoid disappointment. Any product not available at the time of your order will be sent to you as soon as possible when received from our suppliers. We cannot be held responsible for delays in the delivery caused by our suppliers, or any other third party. You will be allocated an order number on acceptance of your order by us.

Postage and packing charges per order will be added to the prices shown in the catalogue, as follows:

Great Britain and Northern Ireland £ 4.95

Channel Islands and Irish Republic £ 12.95

We do require a signature on delivery of your parcel. You bear the risk for the items once the parcel has been signed for. Please let us know an address where it is most convenient for you to take delivery. We will retain ownership of the items until full payment has been made by you and has been received by us.

RETURNS

Please inspect items within a reasonable time after their receipt and you will be deemed to have accepted the items unless during the period which commences on the day the contract between us comes into existence and ends on the expiry of seven working days beginning on the day after delivery of the item you notify us at the address below that the items are rejected or you want to cancel your order pursuant to the paragraph below. If no such action is taken we will consider the items being as described, of satisfactory quality and fit for their purpose, and may not accept any rejection or cancellation at a later date.

A postage paid returns label will be included in each delivery, enabling you to return goods to us at no cost to yourself. Simply attach the label to the returns package and take it to the post office (offer limited to deliveries within the UK). It is also recommended that you obtain a certificate of posting.

You have the right to cancel your contract with us at any time during the period which commences on the day the contract comes into existence and ends on the expiry of seven working days beginning on the day after the day of delivery of the items.

If items are to be rejected or your order is to be cancelled pursuant to the paragraphs above you will comply with the returns procedure set out above. In such circumstances we will accept any items or items comprised in a cancelled order provided that you have taken reasonable care of the items while they have been in your possession. We will refund the cost of rejected items or cancelled orders (including delivery charges) as soon as possible and in any event within 30 days.

You can contact us in person or by post, facsimile, telephone or email at the address or number (as the case may be) set out in these terms and conditions with details of your original order number.

PRICES

The prices quoted in this catalogue are those ruling at the time of printing. All prices shown in this catalogue are cash prices and include VAT at the standard UK rate. Due to circumstances beyond our control, prices may have to be altered, up or down, including any alterations to the rate of value added tax. The correct price will be shown on your invoice. Delivery and packing will be charged at the appropriate rate.

DATA PROTECTION

The company is registered as a Data User under the Data Protection Laws applicable to the UK. The registry entry contains descriptions of the purposes,

sources and disclosures of the personal data held by the company. Information collected is used to process orders and to carry out credit checking. For credit purposes we may consult the files of a credit reference agency who may record the search and may register details of your purchase. We may also pass your name and address to other companies whose products and services may be of interest to you. Please write to us at the address below if you prefer not to receive such offers.

COLOUR REPRODUCTION

Elégance designers take great care with the colours used in the collections. The limitations **of printing** may mean a slight variation. Every reasonable care has been taken to ensure that the descriptions are accurate. However, we reserve the right to change specifications without prior notice.

YOUR GUARANTEE

The items in the catalogue have been designed exclusively for Elégance boutique and made to an exceptional standard of quality and cut.

GENERAL

If any part or parts of these terms and conditions are deemed invalid, void or unenforceable then that part or parts will be considered severable from these terms and conditions thereby not preventing the remainder from being enforceable or effective.

Nothing in these terms and conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your Local Authority Trading Standards Department or Citizens Advice Bureau. Any purchase by you of any items will be governed by English law.

Elégance reserves the right to accept or reject orders, or to close an account. This catalogue cancels all previous issues.