

Terms & Conditions

Welcome to Wardrobe Couture Ltd. Please review our terms and conditions on which we supply our services and products to you.

1. Requesting Services

- a. You may contact us to request services via email (info@wardrobecouture.com).
- b. Your request for services is accepted by us when we so agree orally by telephone or in writing by email or WhatsApp. At the time we accept your request for services, we will notify you of any special conditions that may apply. The contract between us will be formed of the contents of our email/telephone/WhatsApp exchange, any other relevant documents or confirmations that we send to you (including invoices) and these terms and conditions.
- c. During the request for services process we will let you know when we will provide our services to you and the applicable Wardrobe Couture service fees. If the services are ongoing services, we will also tell you when and how you can end the contract.
- d. We may refuse to provide services to you at any time at our sole discretion.
- e. As we procure items specifically to order, unfortunately once we have started working on your request for services then it may not be possible for you to cancel your request and you may still be obliged to pay some or all of our fees and for the relevant products ordered. The specific retailer(s)' return and refund policy will apply to any products ordered on your behalf.
- f. We will not be liable to you (or deemed to be in breach of our agreement with you) if our supply of services is delayed by an event outside our reasonable control.

2. Fees and Payments

- a. When we accept your request for services, we may require you to pay by bank transfer or provide us with payment card details (which you agree shall be your own payment card) to secure the service request and any subsequent purchase(s). You authorise us to debit your payment card, and you will pay, in relation to (a) any payments that you have agreed to make for our services; and (b) where we have notified you of the relevant charges in advance (and that the charges apply) You are fully liable to us in relation to all such charges. Our fee for services will be the fees quoted to you during the request for services process. We will generally invoice you for the price of the services (including the price of any product(s) you may have decided to order) when we have located the products that you have requested, but before the order for the products has been placed.
- b. You acknowledge and agree that should you wish to pay by card you will incur an additional **2%** against the full amount payable by you.
- c. For larger payments we may request that you pay by International BACS transfer and this can be arranged with your bank directly.
- d. If you do not make any payment to us when it is due, we may end the contract for services at any time by writing to you.
- e. Pricing policies - All prices for suggested retail price inclusive of V.A.T for Rolex and Patek Philippe are dependent on market fluctuations and therefore subject to variations. The authorised retailer reserves the right to modify the prices and models at any time.

3. Purchasing Products

- a. You may purchase products via us from our selected third party retailers and suppliers ("Retailers"). To order products, you must be over 18 years of age and the holder of the payment card used when placing your order. If you require us to purchase products from a Retailer for you, we will purchase the relevant products from the Retailer on your behalf and in accordance with your instructions.
- b. All orders are subject to availability and confirmation of the order price by the Retailer; and each Retailer has their own processing times, delivery methods and prices, and returns and refund policies. We shall endeavour to notify you of such information on any preliminary invoice or confirmation notification we send to you.
- c. To the extent that we do require full bank payment or card transaction to be cleared before we order any products for you. You agree to pay to us all charges notified to us by the Retailer for the relevant product(s), as well as any fee agreed for our services. In addition to the fees indicated above, you authorise us to debit your payment card in relation to: any payments that you have agreed to make for the products; and any additional charges charged to us by the relevant Retailer (for example banking-related charges). You are fully liable to us for all such charges. By paying (in full or in part) any preliminary invoice we provide to you in respect of products, you are agreeing to purchase the products. In particular, because we procure items specifically to order, once you have paid the deposit in relation to an order, we treat that order as confirmed and you will need to pay the balance to us within the time period notified to you.
- d. We may refuse to process or accept a transaction for products for any reason at our sole discretion. We reserve the right not to accept your order for products in the event that we do not receive full payment of any requested product's price and our fees or if the product is out of stock.
- e. Once you have paid the invoice, we will send you a confirmation of your order. The invoice and/or the confirmation shall include a brief description of the products ordered.
- f. Delivery costs and (if applicable) import taxes/duties are not included in the prices for the products. The delivery costs and/or import taxes/duties applicable to your order will vary depending on matters including the identity of the Retailer from whom the products are being ordered, the type and quantity of products you have ordered, the country of despatch, the delivery address, country, and/or the delivery method. We will usually arrange for Retailers to deliver the products to our offices (and we will then send the products to you upon receipt from the relevant Retailer), but in some cases we may request that the Retailer sends the products to you directly.
- g. In order to process your order, we may need to share your personal data and delivery details that are related to such order with the relevant Retailers. The personal data and delivery details you provide to us will be collected, stored and processed in accordance with our privacy policy and in accordance with the privacy policies of the relevant Retailers.
- h. In order to process your order, we may need to share your personal data and delivery details that are related to such order with the relevant Retailers. The personal data and delivery details you provide to us will be collected, stored and processed in accordance with our privacy policy and in accordance with the privacy policies of the relevant Retailers.
- i. The products become your responsibility from the time they are delivered to you to the address you gave us, or you (or a carrier organised by you) collect them from us.
- j. Tax-Free forms can be provided upon request for international clients when bought directly from a retailer, not applicable to purchases made by third party suppliers
- k. With purchases made directly with an authorised retailer of Rolex, on certain models the authorised retailer is obliged to hold onto the warranty and stickers for 12 months, this will be notified to clients prior to ordering

5. Responsibility

- a. If we fail to comply with these terms and conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking our contract with you or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the request process. We are also not responsible for any loss or damage that arises from: inaccurate, incorrect or incomplete information provided by you; your fault any alterations that are made to a product at your request

4. Returns and Exchanges

- a. The details, images and descriptions of the products that we give to you when we provide the services or when we issue you with a preliminary invoice are provided to us by the Retailers. All efforts are made to ensure that such details, images, descriptions and prices are accurate, however your product may vary slightly from the images and descriptions provided should they be made from leather, handmade or gemstones.
- b. We cannot give any undertaking that products you purchase from Retailers through us will be of satisfactory quality, and this and any other such warranties (whether express or implied) are disclaimed by us absolutely to the fullest extent permitted by law. If the products you have ordered are not as described, flawed or not fit for purpose, we will return them to the Retailer on your behalf in accordance with the Retailer's returns policy and we shall assist you where reasonably practicable in respect of any such return, exchange or refund. However, in the case of fine jewellery, high-value leather goods or exotic skins such as Hermès, please note that in most cases any sale is considered final, and no exchange, return or refund will usually be possible unless expressly stated otherwise in advance. Nothing in these terms affects your statutory rights in relation to products that are faulty or not as described. Please note that products (and in particular fine jewellery, leather goods and luxury items) tend to be delicate and must be cared for properly. You should carefully follow the care guidelines that come with the relevant product. You also acknowledge that for every return, exchange or repair request, Retailers reserve the right to evaluate the product before agreeing to anything. Retailers will generally offer a refund for manufacturing defects (other than in the case of natural/handmade variations as above) but not where an item has been damaged by a customer's handling of it.
- c. Please note that if you decide to return any product for any reason other than in accordance with paragraph above (for example because you have changed your mind or because the product does not fit), you will only be able to do so to the extent that the return is permitted by the Retailer who supplied the item. We shall assist you where reasonably practicable in respect of any such return, and you agree that you are liable for any costs incurred in the return or exchange process. In some cases, certain Retailers will allow an exchange but not a refund, or will only be able to issue a credit note. In other cases, the Retailers will accept full returns and refunds within a stated time limit. It is therefore very important that you check the relevant Retailer's returns and refund policy. Please note any Wardrobe Couture fees incurred for services or sourcing products are non-refundable in the event of a return, exchange, or refund.

5. Responsibility

- a. If we fail to comply with these terms and conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking our contract with you or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the request process. We are also not responsible for any loss or damage that arises from: inaccurate, incorrect or incomplete information provided by you; your fault any alterations that are made to a product at your request

6. General

- a. By requesting services and or products from us, you agree to comply with, and be bound by, the version of the terms and conditions notified to you (or, if no version of the terms and conditions is notified to you, the version set out on our website) at the relevant time.
- b. Each paragraph of these terms and conditions operates separately. If any court or competent authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.
- c. These terms and conditions, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction.

If ever you have any questions, or if any problem with our services provided or the products purchased may arise, please contact info@wardrobecouture.com. Our company details are as follows: Wardrobe Couture Ltd, a company registered in England and Wales with company registration number 10374533