

THESE TERMS AND CONDITIONS APPLY TO THE USE OF THIS WEBSITE AT
<http://www.bigobrand.com>.
BY ACCESSING THIS WEBSITE AND / OR PLACING AN ORDER, YOU AGREE TO
BE BOUND BY THESE TERMS AND CONDITIONS.

CONTACT

The www.bigobrand.com website is operated by BIGO Brand Limited, a company registered in UK (hereinafter referred to as “us” or “we”).

Registered office address:

Unit 22, Bulrushes Business Park Coombe Hill Road

East Grinstead West Sussex England RH19 4LZ

Email (Eshop and general enquiries): info@bigobrand.com

Company registration number: 09002102

CONTRACT

You are deemed to have placed an order with us by ordering via our online checkout process. As part of our checkout process you will be given the opportunity to check your order and to correct any errors. We will send you an order acknowledgement by email, detailing the products you have ordered. Order acceptance and the completion of the contract between you and us will take place on the despatch of the products ordered by you, unless we have notified you that we do not accept your order or you have cancelled the order in accordance with the instructions below. Non-acceptance of an order may be a result of one of the following:

- The product you ordered being unavailable from stock We do not deliver to your area
- Our inability to obtain authorisation for your payment
- The identification of a pricing or product description error
- You not meeting the eligibility to order criteria set out in these Terms and Conditions

If there are any problems with your order, we will contact you. We reserve the right to reject any offer to purchase by you at any time. We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure but, 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 this website.

PRICES, DELIVERY CHARGES AND PAYMENT

The prices payable for products that you order are as set out in our website. All prices are inclusive of VAT where applicable at the current rates.

(Charges for deliveries in the United Kingdom and into other countries are as follows:

UK: 15EUR (1 bag)

EU: 22 EUR (1 bag)

Non EU: 2 EUR (1 bag))

Purchases for above 450 EUR: no delivery charge.

Charges for deliveries for the following countries outside the United Kingdom vary depending on size and weight of products ordered and location of delivery address.

For deliveries outside the United Kingdom you must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs permits and paying any import duties if applicable to import goods from our website. Such overseas orders may be subject to import duties and taxes, which are levied once a shipment reaches its destination country. We have no control over additional customs charges and, as such, these charges are to be paid by you. The cost of delivery and return for orders outside the United Kingdom is not covered by us under any circumstances.

The total cost of your order is the price of the products ordered plus delivery charge.

Payments for purchases on our website are transacted by PayPal, which accepts payments from most major credit cards.

PRODUCT

Each product purchased is sold subject to its product description. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time when the relevant information was entered onto the system. Although we aim to keep the website as up to date as possible, the information, including product descriptions, appearing on this website at a particular time may not always reflect the position at the exact moment you place an order.

We make every effort to ensure colours appear as realistic as possible. However, due to the constraints of digital reproduction on different web browsers, we cannot guarantee exact colour depiction. Every care is taken to ensure descriptions and measurements are accurate, however variations may occur. Measurements are approximate and may vary according to the size of the item.

REFUSAL OF TRANSACTION

We reserve the right to withdraw any products from this website at any time and / or remove or edit any materials or content on this website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from this website whether or not that product has been sold; removing or editing any materials or content on the website; refusing to process a transaction or unwinding or suspending any transaction after processing has begun. To be eligible to purchase products on this website and lawfully enter into and form contracts on this website under English law you must:

- Register by providing your real name, phone number, email address, payment details and other requested information
- Be over 18 years of age

- Stipulate a delivery address in the United Kingdom. Please note that PO box numbers, hotels and accommodation addresses are not acceptable
- Possess a valid credit or debit card issued by a bank acceptable to us or have a valid account with PayPal

By making an offer to buy a product, you specifically authorise us to transmit information (including any updated information) or to obtain information about you from third parties from time to time, including but not limited to, your debit or credit card number or credit reports, to authenticate your identity, to validate your credit card, to obtain an initial credit card authorisation and to authorise individual purchase transactions.

CANCELLATION

You may cancel your contract with us for the goods you order at any time up to the end of the seventh working day from the day you receive your goods. To cancel your order you must notify us in writing, either by email to info@bigobrand.com or by post to BIGO Brand Ltd. Unit 22, Bulrushes Business Park Coombe Hill Road, East Grinstead West Sussex England RH19 4LZ, quoting your name and order reference. If the goods have been despatched then please follow our returns policy as detailed below.

If you have received the goods after you cancel your order then you must send the goods back without unpacking them to us at your own cost and risk. Once you have notified us that you are cancelling your contract, any sum debited from you will be re-credited to your account as soon as possible provided that the goods in question are returned by you and received by us in the condition they were in when sent to you.

DELIVERY

We will deliver your order to the delivery address given at the time you place your order. Delivery will be made as soon as possible after your order is accepted. Your order is despatched when every item you ordered is available. You will become the owner of the goods you ordered when they have been despatched and full payment has been received.

Delivery times provided by us are non-binding estimates only, based upon the best available information available at the time the estimates are made.

Estimated delivery times will be considered as accepted by you unless disagreement is notified to us in writing within seven days of order placement.

Special delivery conditions requested by you should be given in writing at the time of order placement and will be considered by us and if necessary conditions and charges may change accordingly.

DAMAGED GOODS AND / OR INCOMPLETE DELIVERIES

If the products we delivered are not what you ordered, are damaged or defective, or the delivery is of an incorrect quantity, we ask you to examine the products as soon as possible after delivery and if possible you to notify us of the problem in writing either by email to info@bigobrand.com or by post to BIGO Brand Ltd, Unit 22, Bulrushes Business Park Coombe Hill Road

East Grinstead West Sussex England RH19 4LZ

, quoting your name and order reference, within three working days. Depending on the circumstances, we may then ask you to return the products in question to us. Products may sometimes be damaged during transit. If the packaging looks damaged do not sign for the delivery without checking the product. If the product is damaged you may refuse to accept it. Alternatively you can sign for the delivery but write clearly on the slip that the products have not been checked.

If you notify a problem to us under this condition, our obligation will be, at your option:

- To make good any shortage or non-delivery
- To replace or repair any goods that are damaged or defective
- To refund to you the amount paid by you for the goods in question

RETURNS POLICY

For standard products where no finish options have been specified you may return them within seven working days of delivery to BIGO Brand Ltd, Unit 22, Bulrushes Business Park Coombe Hill Road East Grinstead West Sussex England RH19 4LZ

However we are not responsible for any item that is not returned in the manner set forth below. The product you return must be in new, unused, condition with all the original packaging and product tags still attached.

New and unused means that there are no marks on the item or any wear on the tags. We will not accept any item with any indication that it was used. In such cases, the item will be returned to you. All correctly returned products will be credited to the original purchaser's account. If returning by post the parcel and its contents are your responsibility until they reach us. The cost of returning the goods is at your expense. This does not affect your statutory rights. We recommend using registered post and retaining the proof of postage as we may require signed proof of delivery. We are not responsible for returned goods being lost or damaged in transit.

PRIVACY POLICY

We respect your privacy rights and recognises the importance of protecting the information we collect about you. Therefore we have adopted a Privacy Policy that guides how we collect, store and use the information that you provide us with.

This policy applies only to websites maintained by us and not to websites maintained by other companies or organisations to which we provide links to.

PERSONAL INFORMATION

We only collect personal information from our online visitors on a voluntary basis and only during registration or placing an order. Visitors purchasing goods and services online will need to provide their name, mailing address, telephone number (your telephone number may be given to our carrier), and email address. These details allow us to process your order and to let you know the status of your order.

HOW THIS INFORMATION MAY BE USED

When you register with us, you will be asked to provide personally identifiable information. The information you provide allows us to alert you to new products, services, special offers / promotions, news and events.

We will not share your information with parties outside our organisation (except to the extent required by law, court order, or as requested by other government or law enforcement authority.) If at any point you wish to have your name removed from our database, you can inform us by email at info@bigobrand.com

SAFEGUARDING PERSONAL INFORMATION

We will only collect personally identifiable information to the extent deemed reasonably necessary to serve our legitimate business purposes, and we will maintain appropriate safeguards to ensure the security, integrity and privacy of the information you have provided us with. By using this website, you signify your consent to our Privacy Policy.

If you do not agree to this policy, please do not use this site. We reserve the right to make changes to this policy. Please check back from time to time to ensure you are aware of any changes in our privacy practices. Your continued use of our site will signify your acceptance of these changes.

GOVERNING LAW

The contract between us shall be governed by and interpreted in accordance with English law and the English courts shall have jurisdiction to resolve any disputes between us.

ENTIRE AGREEMENT

These Terms and Conditions, together with our current website prices, delivery details, contact details and Privacy Policy, set out the whole of our agreement relating to the supply of the goods to you by us.

Nothing said by any sales person on our behalf should be understood as a variation of these Terms and Conditions or as an authorised representation about the nature or quality of any goods offered for sale by us. We accept responsibility under these Terms and Conditions for its commitment to you.