

We are thrilled to welcome you to LE BALCON website. In order to better serve you, we would like to set out the terms and conditions on which we supply services and products to you.

AUTHENTICITY

All items listed on our website are 100% authentic, receipts/invoices can be provided on request with purchase. We are not associated, affiliated or endorsed by the brands we offer.

1. USE OF THE WEBSITE

Welcome to LE BALCON website. By accessing this website you agree to these terms and conditions. If you do not agree to them you may not use this website.

lebalcon.co.uk is an online service ('we'/'our'/'us') provided solely for your personal use for the sale of bags, clothing, footwear, accessories and other Items.

Company name: LE BALCON Ltd

Company number: 13512403

Where Registered: England & Wales

Registered office address: 413 New Ashby Road, Loughborough, England, LE11 4EU

VAT registration number: 13512403

We have taken great care to ensure that the items on our website are presented as accurately as possible. However colour clarity will depend upon your own personal monitor and we therefore cannot guarantee that the colour of the actual Item is absolutely accurate. Before placing an order please read through these Terms.

2. ELIGIBILITY TO PURCHASE

In order to make purchases on the site you will be required to provide your personal details. In particular, you must provide your real name, phone number, email address and other requested information as indicated. Furthermore, you will be required to provide payment details that you represent and warrant are both valid and correct and you confirm that you are the person referred to in the Billing information provided. The Site is available only to individuals and others who meet the terms of eligibility.

3. MAKING A PURCHASE

When you order an Item from lebalcon.co.uk you are offering to buy it for the price stated, subject to these Terms.

You will be guided through the process of placing an order by a series of instructions on the Website. You place your order for Items from the Website by clicking on the Purchase Now button at the end of the online order process.

Once you have placed your order, we will send you an email acknowledging the exact details of your order, providing you with a payment reference and the value of your order. This is not an order confirmation or order acceptance from lebalcon.co.uk.

Unless we have notified you that we do not accept your order or you have cancelled your order, our acceptance of your order and the completion of the contract between you and us will take place when you receive an email from us notifying you that we have dispatched the Items ordered by you.

Our acceptance of your order will be deemed complete and received by you at the time and date of sending of the email, which time and date is specified on the email. The deemed time and date of receipt by you shall apply regardless of whether, for reasons outside our control, you have not received that email.

We may not accept your order if (i) an item you have ordered cannot be sourced, (ii) if we identify a product or pricing error, (iii) if we identify a fraudulent purchase. We reserve the right to reject any offer to purchase by you at any time and at our sole discretion.

If we are unable to fulfil your order following our order acknowledgement, we will contact you by email or telephone advising you of this.

We will try to keep our Website as up to date as reasonably possible, but cannot guarantee that any particular Item will always be available.

4. PAYMENT

LEBALCON.CO.UK allows orders to be processed online via PayPal or by using a valid credit or debit card.

Your credit card company may undertake an additional security check to confirm it is you making the order. All credit/debit cardholders are subject to validation checks and authorisation by the card

issuer. If the issuer of your payment card refuses, or subsequently refuses to, or does not, for any reason, authorise payment to us, we will not be liable for any delay or non-delivery.

We only take payment for an order after it has been processed. However, in the interim before processing, we will take an authorisation. An authorisation will show on your bank statement as a reservation of funds that allocates the money to your order. However, the funds will not be released until we have processed your order for shipment.

In the event of us not being able to fulfil your order we immediately contact your bank to request that your bank cancels the authorisation. If the authorisation still remains after several days, please contact your bank to request that they act upon our cancellation of the payment.

5. DISCOUNT CODES

You may occasionally receive discount codes from us, via email, WhatsApp, social media or through promotional materials.

Free shipping offers apply only to entry-level delivery option. In all cases, only the delivery is free, any taxes, duties or customs fees are chargeable.

Each code is unique to the recipient, is not transferable, has no monetary value and under no circumstances can it be converted into currency. Each code has an expiry date, which will be stated at the time of promotion or on accompanying promotional materials which cannot be modified.

Only one discount voucher can be used per order.

6. SOURCERY SERVICES

You may contact us via telephone / WhatsApp (+44 7475 619321) or email (wendy@lebalcon.co.uk)

7. INTELLECTUAL PROPERTY RIGHTS

Your use of the Site and its contents grants no rights to you in relation to any copyright, designs, trademarks and all other intellectual property and material rights relating to the Content. Any reproduction or redistribution of our content is prohibited and may result in civil and criminal penalties. Without limiting the foregoing, copying and use of the above listed materials to any other server, location or support for publication, reproduction or distribution is expressly prohibited. However, you are permitted to make one copy for the purposes of viewing Content for your own personal use.

Your request for services is accepted by us when we agree orally by telephone or in writing by email or Whatsapp. The contract between us will be formed of the contents of our

telephone/whatsapp/email exchange, any other relevant documents or confirmations that we send you (including invoices) and these terms and conditions.

During the request for services process we will let you know of any fees involved. We may refuse to provide services to you at any time at our sole discretion. As we procure items specifically to order, unfortunately once we have started working on your request for services then it may not be possible to cancel your request and you may still be obliged to pay some or all fees for the relevant products ordered.