

Chic By Langmy Ltd.- Terms & Conditions

These terms & conditions (the "T&Cs") apply to all products sold and services provided by Chic By Langmy Ltd. (the company).

Definitions

- References in these T&Cs to "we" and "us" refer to Chic By Langmy Ltd. (or "the company") registered in England & Wales, registered office at 45 Lammasmead, Broxbourne. Herts, EN10 6PF
- References in these T&Cs to "you" and "your" refer to the client, the person in receipt of the products and/or services (or "the customer")
- References in these T&Cs relating to "events out of or control" include, but are not limited to;
 - natural disasters (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);
 - war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilisation, requisition, or embargo;
 - rebellion, revolution, insurrection, or military or usurped power, or civil war;
 - contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly;
 - riot, commotion, strikes, go slows, lock outs or disorder
 - any situation which causes delay or prices changes due to third party suppliers, including freight or materials

By placing an order, you agree to be bound by these T&Cs and the documents referred to within them. You should read these T&Cs carefully before purchasing any goods as they contain important information about your order.

1. Customer Care

1.1. Should you have any questions about our order process or your order please contact us

1.1.1. Email - s.langmy@chicbylangmy.com

1.1.2. Telephone – (+44) 7459 222873

1.2. Should you have any complaint regarding a product or service purchase from Chic By Langmy Ltd, please contact us in writing. We will respond to you as soon as possible, but within 21 days at the latest

1.2.1. Email - s.langmy@chicbylangmy.com

1.2.2. Address - 45 Lammasmead, Broxbourne. Herts, EN10 6PF

2. Goods Availability / Information

2.1. All items offered by us are handmade and as such may differ slightly from the images shown on the website www.chicbylangmy.com or via email. By purchasing items, you accept that the colour tone, fabrication and visual aspects of the items,

including any beaded or crystal components, may differ slightly from any images displayed.

- 2.2. If items you order are out of stock, subject to a delay, or sold at a higher price than shown on your order, we will contact you at the email address or telephone number you provided when placing your order. If we are unable to contact you, we will cancel any part of your order that is unavailable (or incorrectly priced) and will continue to process any remaining items on your order. All orders are subject to availability. Substitutions will only be made with your prior consent and if a replacement item has a higher price, you will be liable to pay for the difference in price.
 - 2.3. We will take reasonable care to ensure that all descriptions and photographic representations are accurate and kept up to date. The actual colours that you see on your computer may vary depending on the monitor that you use.
3. Pricing: Taxes and Duties
- 3.1. All prices quoted are VAT exempt
 - 3.2. When ordering goods from Chic By Langmy Ltd. for delivery outside of the European Union (EU), your order may be subject to import duties and taxes which are levied once the package reaches your delivery country. Any additional charges for customs clearance must be borne by you and unfortunately, we have no control over these charges and cannot advise what they may be. Customs policies vary widely from country to country, so for further information we advise you to contact your local customs office.
 - 3.3. Additionally, please note that when ordering from Chic By Langmy Ltd., you are considered to be the 'Importer of Record' and as a result you must comply with all laws and regulations of the country into which you are receiving the goods.
 - 3.4. All items sold by Chic By Langmy Ltd. are custom made to order, therefore we are unable to confirm purchase prices for any items until after your consultation. After your consultation, you will receive a detailed quote, outlining all aspects of your design and customization, which you are welcome to accept, decline or request changes to.
4. Order Process
- 4.1. All orders are subject to acceptance and availability
 - 4.2. After your consultation, you will receive a Quote for the total cost of your gown. The Quote will include details of your gown including customisations, embellishments, colour, size and any additional requirements. The Quote is valid for 14 days.
 - 4.3. Once you have received your Quote, should you decided to proceed with your order, you can place your order directly with your Consultant. By placing an order, you agree that you are the person referred to in the billing details. Should your personal or payment information change at any point, please advise your Consultant.
 - 4.4. When your order is placed with us we will email to you, your Invoice and a copy of these Terms and Conditions. The Invoice will include a breakdown of the total cost, including shipping fees and payment schedule.

- 4.5. A 50% deposit will be taken at point of order. Payment details will be printed on your Invoice and are also outlined below in Section 5. By paying the deposit, you confirm that you agree to these Terms and Conditions.
 - 4.6. We may contact you to say that we do not accept your order. This could be for any reason in our absolute discretion but will typically be for one of the following reasons:
 - 4.6.1. we cannot obtain authorisation of your payment
 - 4.6.2. we are unable to fulfil your order due to items or materials being out of stock
 - 4.7. Once the deposit is received, we will send you a receipt.
 - 4.8. When your purchase is ready for dispatch, we will contact you with images of your gown for your review.
 - 4.9. You are required to pay the remaining Invoice balance before your items are dispatched.
5. Payment Methods
- 5.1. Please refer to your invoice for full instructions.
 - 5.2. Bank Transfer: - Santander, Account number: 32867079, Sort code: 09-01-29
6. Production Timings
- 6.1. Production of gowns takes approximately 3 calendar months from the date of your deposit being received to being ready to dispatch. However, we advise all customers to order their items no later than 5 calendar months prior to the function date. This allows for any unforeseen delays in production and delivery. It also allows time for any returns to be processed (See our returns policy – Section 9)
 - 6.2. Please note that we cannot guarantee specific timings for production. Any dates specified by us is a best estimate only and we will not be liable for any loss suffered by you due to any reasonable or unavoidable delay or “events out of our control”. We will advise you in writing if there are any delays in production.
7. Delivery: Costs, Information and Timing
- 7.1. Once final payment has been made, the goods you order will be delivered to the address you give us when you place your order. If you require a change of delivery address, you should advise your Consultant as soon as possible.
 - 7.2. Any changes to delivery address may result in a change to shipping costs. In this event, a revised Invoice will be raised. You will be liable to any increase in delivery costs.
 - 7.3. We aim to dispatch your order within 7 days of receipt of the balance. However, please note that we cannot guarantee specific delivery dates and any delivery date or time specified by us is a best estimate only and we will not be liable for any loss suffered by you due to any reasonable or unavoidable delay in delivery or “events out of our control”
 - 7.4. Once your order has been dispatched, you will receive an email containing tracking details which you can use to track your order online.

- 7.5. Delivery will be made by DHL who will require signature for each delivery. If there is nobody at the given address who is competent to accept the delivery, you will be asked to contact our shipper in order to arrange an alternative delivery date or place to collect the goods.
 - 7.6. Delivery costs are based on the weight of your item(s) and delivery address. The average weight of a standard dress is up to 10kg. Please contact the courier directly for their charges.
 - 7.7. Chic by Langmy Ltd. insures each purchase during the time it is in transit and ownership of the goods and the risk for damage, passes to you upon delivery.
 - 7.8. If, at the time of delivery, the packaging is damaged, you are required to open the package in the presence of the carrier in order to verify the condition of the goods. In the event of damage to the goods, you should note the details on the delivery note and contact us as soon as possible, no later than 7 days after the delivery.
 - 7.9. If you have specified a recipient who is not you for delivery purposes (for example as a gift) then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfillment by Chic By Langmy Ltd. and transfer of responsibility.
8. Rights to Cancel – Before dispatch
- 8.1. Your order will be accepted 14 days after receipt of your deposit payment, at which point, a legally binding contract will be created between you and us. If you wish to cancel your order after payment of the deposit, you must do so within 14 days.
 - 8.2. Cancelled orders within 14 days will receive a full refund of your deposit
 - 8.3. Cancelled orders after 14 days and before your items are dispatched will result in your deposit becoming nonrefundable.
 - 8.4. If you cancel your order before your items are dispatched, you will not be liable for the balance
 - 8.5. Chic by Langmy Ltd. may cancel your order at any stage prior to dispatch. This could be for any reason in our absolute discretion but will typically be due to the goods or materials not being available. In the event that we have to cancel your order, you will be refunded in full for any payments made
9. Returns & Exchanges – After dispatch
- 9.1. When you buy goods from us you have certain legal rights known as 'statutory rights'. These legal rights include a requirement that the goods are of satisfactory quality, are as they were described, and are fit for their purpose. These T&Cs do not affect your statutory rights.
 - 9.2. Faulty Damaged Items
 - 9.2.1. If your goods are faulty or damaged, then, depending on the circumstances, you may be entitled to a refund, repair and/or replacement
 - 9.2.2. If you believe your goods are faulty or damaged, you must notify us in writing to s.langmy@chicbylangmy.co.uk within 7 days of delivery
 - 9.3. Items that you believe have not been made to your specifications

9.3.1 If you believe any personalised items have not been made to your specification, you may be entitled to a refund, repair and/or replacement

9.3.2 If you believe any personalised items have not been made to your specification, you must notify us in writing to s.langmy@chicbylangmy.co.uk within 7 days of delivery

9.4. Returns due to alterations

9.4.1. Chic By Langmy Ltd. will endeavor to make alterations to size and/or design of your gown which differ from the original order. However, we reserve the right to refuse returns on this basis at our sole discretion

9.4.2. In the event that measurements have changed since the order was placed, or where measurements were not accurately provided by the customer, Chic By Langmy Ltd will not be responsible for any additional costs incurred in order to alter the item. It is the responsibility of the customer to provide accurate measurements when placing the order.

9.4.3. You will be liable for return postage costs

9.4.4. You may also be liable for additional administration and tailoring costs

9.4.5. Production timings for alterations will depend on the extent of the alterations required and fall outside the Production timings outlined in Section 6

9.5. Whilst in your possession, you must take reasonable care of the goods which should be returned in their original and unused condition (with original packaging), with dust bags and all labels and all tags still attached. If labels and/or garment tags are removed, the goods will be considered used, no refund will be given and the goods will be returned to you.

9.6. If we believe (in our discretion) that goods have decreased in value due to the way you have handled them, we may deduct the amount of such loss from the amount reimbursed to you.

9.7. Any refunds will be made using the same means of payment as you used in the initial transaction and may take up to 10 days to show in your account.

9.8. Chic By Langmy Ltd. will not be liable for any subsequent costs incurred (unrelated to your purchase) as a result of you returning your items for any reason.

10. Returning your Item

10.1. If you are entitled to return your item, your Consultant will provide you with a returns label and return instructions including delivery address.

10.2. All items must be returned in their original and unused condition (with original packaging), with dust bags and all labels and all tags still attached. If labels and/or garment tags are removed, the goods will be considered used, no refund will be given and the goods will be returned to you.

10.3. Dependant on the circumstances, you may be liable for return delivery costs / administration costs.

11. General

- 11.1. We will not be responsible to you for any delay or failure to comply with our obligations under these T&Cs if the delay or failure arises from any cause beyond our reasonable control.
- 11.2. If you breach these T&Cs and we take no action, we will still be entitled to use our rights and remedies in other situations where you are in breach.
- 11.3. These T&Cs and all matters connected with any order you place with Chic By Langmy Ltd. over the telephone, email or any other method are governed by English law.
- 11.4. The headings in these T&C's are for convenience only and do not affect their interpretation.

12. Our Details

- 12.1. Company Name - Chic By Langmy Ltd.
- 12.2. Company Number 11672559
- 12.3. Address - 45 Lammasmead, Broxbourne. Herts, EN10 6PF
- 12.4. Email - s.langmy@chicbylangmy.com
- 12.5. Telephone – (+44) 7459 222873