

# Terms & conditions

## Legal name of company:

Hend Krichen

## Product

The product colours, finishes and descriptions on the website are described as accurate as possible. However due to the nature of the raw materials and all being handmade, we cannot guarantee exact description and variations may occur. Measurements are approximate and may vary according to the size of the item.

## Orders

You will receive an order confirmation by E-mail as soon as you have placed your order. If you do not receive this E-mail please contact [hend@hendkrichen.com](mailto:hend@hendkrichen.com) so we can confirm that your order has been placed successfully.

## Price & Payment

The price of the products are as set out in our website and all prices includes VAT at the current rate. We reserve the right to alter prices at any time. You may be required to pay delivery charges added at the checkout stage based upon your location. Payments are paid using PayPal. However, if you do not have PayPal, you can use Credit Card to pay. We collect payment as soon as you place the order.

## Delivery

Items listed on the website are in stock (unless otherwise indicated) and will be dispatched within 48 hours from receiving the order. Please ensure that you entered your correct invoice and delivery address. If the wrong delivery option has been specified, for example; wrong country; contact us as soon as possible at [hend@hendkrichen.com](mailto:hend@hendkrichen.com) for us to amend your delivery.

## Cancellation

We despatch all orders 48 hours from when the order is place, within this time you may cancel your order. To cancel your order, please email us at [hend@hendkrichen.com](mailto:hend@hendkrichen.com) quoting your name and order reference. If the order has already been despatched, please follow our returns policy.

We reserve the right to cancel the contract between us if:

- We have insufficient stock to deliver the goods you have ordered
- The goods that you ordered were listed at an incorrect price. We will notify you by E-mail and will re-credit to your account as soon as possible.

## **Privacy**

We respect your privacy right and recognise the importance of protecting your information. The information you provide will allow us to process orders, contacting you about new products, special offers and news relating to Hend Krichen. We will never share your information with parties outside our organisation except if we are required by law to do so or if you violate our Term & Conditions.

## **Returns and Exchange Policy**

If the order that you received are not what you ordered, damaged or defective, please contact us at [hendkrichen@hotmail.com](mailto:hendkrichen@hotmail.com) and we will be able to help you.

If you are not happy with the order and wish to return the item(s), please contact us at [hendkrichen@hotmail.com](mailto:hendkrichen@hotmail.com) and post the item(s) back within 14 days of receipt to the address bellow. We will gladly exchange or refund your item(s). Prior to returning the item(s), please wrap them very securely and use insured registered delivery, keeping the receipt in case of any damage during delivery. We cannot accept liability for item(s) lost or damaged during delivery. To be eligible for a return, your item(s) must be unused and in the same condition that you received it.

Return Address:

Hend Krichen  
Unit 36 Regent Studios  
8 Andrews Road  
London  
E8 4QN

You will be responsible for paying for your own shipping costs for returning your item(s). Shipping costs are non-refundable.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. Then, your refund will be processed within a couple of days or we will notify you when the exchanged item(s) are on its way to you.