

Terms and Conditions

These terms and conditions form the contract between Horn of Elegance and the customer (the “user or “you”). They outline the legal terms and conditions of our sales and products listed on Hornofelegance.com. Please read the following terms carefully and note that we may make changes to these terms and conditions from time to time, thus please read them carefully before every purchase.

1. Horn of Elegance website

- 1.1 We only operate the online website Hornofelegance.com. All purchases should only be made on this website for our products.
- 1.2 All our information regarding customer service can be found under customer care tab including our contact number and email.
- 1.3 We are the owner or licensee of all intellectual property rights in the Website, including the design, trademarks, logos and copyright of the Website.
- 1.4 Any use of hornofelegance.com or/and its contents other than for your own personal or non-commercial use is prohibited without our permission.

2. Our fabrics

- 2.1 We always try to make the description of our products as accurate as possible; however we cannot take responsibility of how the item is displayed on your computer screen with regards to the refraction of colours of our fabrics.
- 2.2 It is possible that sometimes the products may be incorrectly priced despite our reasonable efforts. If we discover that there was an error with the price we will inform you as soon as possible and give the option of continuing with your purchase or cancelling your order. We will not process your order until we have your full instructions. However, if we are unable to contact you with the details you have provided we will cancel the order on your behalf. Please note that at any event when the price is incorrect we do not have to sell you the items at the incorrect price.

3 Your personal information

- 3.1 Your private information is strictly confidential and is not shared with third party companies. When you enter your details at the checkout it is only so that we can debit your account with the correct amount and for us to use your address for the delivery of your item(s).

4 Orders placed

- 4.1 You must be over 18 years of age in order for you to purchase a product on our website.
- 4.2 By placing an order on our website you are confirming that you agree to all the terms and conditions which apply.
- 4.3 When placing an order all details entered must be correct and you must have sufficient funds in your account to cover the costs of the order(s) placed. We will not be responsible for any overdraft charges your bank charges you on your account.

- 4.4 Please note that when you purchase several items at once, we may process it on our website as one order however the shipment you receive may be several parcels instead of one parcel. This is at our discretion.
- 4.5 You are able to check and amend any order before purchase. After that you will receive an order acknowledgement email from us to say that we have received your order. Please note that this does not mean that your order has been accepted. It is being processed.
- 4.6 If you require any amendments to an order after you have submitted your order you must email us at Info@hornofelegance.com stating the order number, your name, the product(s) ordered and the amendment details. However, when an order has been dispatched we cannot make the amendments until you have received your order (Please also see our returns policy for any exchange or returns).
- 4.7 Once the payment has been taken from your account you will receive a confirmation email to say that your payment has been accepted and your items will be dispatched.
- 4.8 If we are unable to provide you with a product that you ordered for example it is no longer in stock or there was an error on our website we will inform you immediately via email. If the payment is debited from your account we will refund you the full amount and any delivery costs paid on that item.

5 Your rights as a customer

- 5.1 Hornofelegance.com is only intended for sales of our products. Thus, you always have the legal right to cancel your order at any time before receiving the order confirmation or within 14 days of receiving your order as long as the fabrics are not used; worn or damaged (please see our exchange and returns policy within customer care tab).
- 5.2 Contact customer service via email whenever you decide to cancel or exchange an item. We will reply back to you to say that we have acknowledged your request. Include full details of your order including order number and your name in order for us to identify your order and deal with your request.
- 5.3 You are welcome to exchange any item within 7 days for the UK, 10 days for Europe and North America and 14 days for the rest of the world from the delivered date as long as the item(s) are unused, undamaged and in its original packaging.
- 5.4 Any refund made to you will be in your account within 5 working days from the day that we receive your item returned.
- 5.5 We will not be responsible for any postage paid for sending your item back to us unless the product is faulty.
- 5.6 The delivery note that was sent with your item should be included with your parcel returned together with any packaging of the item in order for your return to be processed.
- 5.7 If you still have the original packaging please use that if not please use another secure packaging when shipping your return items to us.

6 Liability

- 6.1 If we breach these terms and conditions we are responsible for any foreseeable damage, loss or cost you.

6.2 Horn of Elegance is not responsible for indirect losses such as failure to deliver the goods once it is shipped.