

Persa Website Terms and Conditions

Introduction

These terms and conditions, apply to the use of this website (being www.persalondon.com) and by using this website and/or placing an order through it you agree to be bound by the terms and conditions set out below. Before you place an order, please carefully read these Terms and Conditions. If you do not agree to be bound by these terms and conditions, you may not use or access this website and do not place an order. We are registered in England under company number 11003730 and we have our registered office at 31 Whitebeam Avenue, London BR2 8DJ. If you want to ask us anything about these terms and conditions or have any comments or complaints on or about our website, please contact our customer service on +44 020 8295 6209, or email at customercare@persalondon.com.

Payment

Payment can be made by Visa, MasterCard, Maestro, and Visa Delta. All payment is processed in GBP. We also accept payment via PayPal.

We are unable to accept payment via cheque or any method other than those listed above. The description of the goods, services, price, currency and delivery costs are set out on the order page.

The actual price charged to non-UK customers will be paid in pounds sterling and is subject to the exchange rate applied by the customer's credit or debit card company.

Prices

All prices include VAT and are subject to change without prior notice.

We mainly ship to UK but we are able to ship to countries within the EU as well. Please contact our customer service if you would like to place an order outside of UK to discuss the delivery options.

Persa is not responsible for the actions of local customs. The recipient is responsible for paying the duty. Contact customer service for further details.

Availability of products

All orders for products are subject to availability and in this regard, in the event of supply difficulties or because products are no longer in stock, we reserve the right to give you information about substitute products of an equal or higher quality and value which you can order. If you do not wish to order such substitute products, we will refund any monies that you might have paid.

Delivery methods and costs

The shipping options may vary depending on the delivery address, what time you make your purchase and item availability.

At the time of processing your purchase, we will show you the cost and the estimated delivery date of your order.

Delivery options:

Delivery Options	Price	Timing
Standard delivery	Free	Up to 5 working days
Next_day delivery*	£6.95 (free over £100)	Monday-Saturday, order by 2pm previous day
Same day delivery**	£10.00 (free over £100)	Monday-Saturday, order before 2pm

The estimated delivery time for standard delivery will be between 3-5 working days, depending on the delivery address. Please note that this is not a guaranteed delivery date for your order.

*Orders must be received and payment cleared by 2pm Monday-Saturday. Subject to payment review.

**Same day delivery ONLY available within London for orders placed between Monday and Saturday before 2pm. Please contact our Customer Services on +44 7944468864, or email at customercare@persalondon.com before placing your order to confirm that your address is eligible for the same day delivery.

The delivery times shown above shall increase for Northern Ireland and remote areas.

When you receive your order please examine your order to ensure that there are no visible signs of damaged, missing or incorrect pieces. In the event that there are missing, damaged or incorrect packages, please contact customer care within 48 hours of your delivery.

Delays

Occasionally, the delivery of your order may be delayed. This can be for various reasons out of our control such as import delays or higher than anticipated demand. We will, of course, make every effort to keep you informed. Orders which have a different billing and shipping address may also be subject to delays whilst we perform additional credit checks. Persa will not be held responsible for delays and cancellations where the data supplied by customer is incorrect or inadequate.

What happens if your product is faulty?

If you find a fault with your product when you receive it, please call our customer service team on +44 020 8295 6209 or email at customercare@persalondon.com to discuss. We will deal with faulty products on a case by case basis.

If your goods become faulty over time:

All Persa products are made to the highest standards, with rigorous quality control checks made throughout the manufacturing process. Please be aware that leather is a natural product and a level of marking on the hide is to be expected. We consider this an important aspect of each Persa product's individuality.

Where products do not perform to expected quality standards we offer a 6 months guarantees from date of purchase on all Persa products. This guarantee covers faults caused by manufacturing or the material used. It does not cover normal wear and tear or

misuse. If a problem develops with a product during regular use, please contact our customer services.

Proof of purchase

You must have your receipt available for us to refund your goods. We will refund the original debit, credit or charge card or PayPal account used to purchase the returned goods.

Customer Service :

If you require help or assistance with any aspect of our website, including ordering online, or if you need further information about our products, please call our Customer Service team who will be happy to help you.

You can reach the Customer Service team by online Webchat, calling +44 020 8295 6209 between 10am-6pm Monday to Friday (GMT/BST) excluding UK bank holidays, 10am-4pm (GMT/BST) Saturday to Sunday or by emailing customer care@persalondon.com.

Return Policy

We hope that you will love your order; however, if you change your mind, you can return any item within 14 days of receipt for a refund or replacement. This returns policy does not affect your UK statutory rights. (Please note that we are not able to accept any returns of customised products, unless the item is faulty).

Please note, the cost of the return postage is the responsibility of the customer; we do not currently offer free returns.

In our efforts to become paperless we have not included a returns form with your order, so please help us by kindly noting your order number within the package or on the outer carton. Please note that without this order number your refund may be subject to a delay.

Here's what to do:

- Place the product (unused and in its original packaging including the dog tag, gift wrap, accessories, dust bag and labels) with your order number within the package or on the outer carton and seal securely.
- Return your item via your preferred method and send to our returns address.
- We will confirm by email when your return has been received and by email again when your refund or replacement has been processed.
- Please note that refunds can take up to 10 days to process once they have arrived with our Returns Department.
- We don't accept liability for items that get lost or damaged in transit back to us.

Return address

The return address is:

Persa Returns,
31 Whitebeam Avenue,
London,
BR2 8DJ,
United Kingdom.

For international returns and returns from Europe please contact our team on customercare@persalondon.com.

For international returns, or if you are based in the EU and decide to return to the UK, please ensure parcels are marked as 'Returned Goods' in order to avoid customs charges and VAT when goods are returned. Please note that the customer is responsible for any customs charges or import VAT incurred when returning item. If goods are held by UK customs due to shipment errors it will not be possible for us to process a refund.

Ownership of rights

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Our right to vary these terms and conditions

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.