

## TERMS & CONDITIONS

### 1. INTRODUCTION

Vestiario,(hereinafter “Vestiario” or “we” or “us” or “our”)is a company, which operates the online shop [vestiario-shop.gr/](http://vestiario-shop.gr/)(hereinafter “Site” or “e-shop” ).The trademark belongs to PARASKEVI ANTHOPOULOU, a company registered in Thessaloniki, Greece. The company address is 8, Solomou str. 54624 Thessaloniki, Greece,VAT NUMBER 032459257 . For further inquiries, feedback, comments or complaints you may have, do not hesitate to contact our customer service department by calling +30 2310 224096 or by mailing us to [voula@vestiario-shop.gr](mailto:voula@vestiario-shop.gr) .

Our e-shop is an electronic shop displaying and selling online clothing and accessories.We kindly ask you to read through the following Terms & Conditions, Privacy Policy and Cookie Policy prior to visiting ,browsing and using this website. By using this website or placing an order through it, you are consenting to agree with ourTerms and Policies.

You are eligible to use this Site if you:

- Areover 18 years old
- accept the Terms & Conditions of the Site
- use all the acceptable payment methods
- have authorized our site to process charges according to the customer’s order on their credit/debit/prepaid card

We may modify the Terms & Conditions section from time to time, so please check our Terms & Conditions often. If you do not agree to any change of the terms, please stop using our site. Any changes made after you have placed an order will not affect that order, unless we are obliged to make a change by law.

Please note that this site is provided for personal use only. You are not allowed to use this site for any commercial purpose.

You will be personally held responsible for the use and all your activities on this site. If you violate the terms, you may be denied access to this site on a temporary or permanent basis at our discretion.

## 2. CREATING AN ACCOUNT

You are required to sign up in order to make the most of the services and tools available in our website. Upon registration, you will be asked to provide your current, accurate and complete personal information. Your account password should be unique and kept safe. In case of any unauthorized use of your account, you must notify us immediately either by mail to: [voula@vestiario-shop.gr](mailto:voula@vestiario-shop.gr) or by phone to +30 2310 224096, so we can take action and secure your account.

Through your user account you can:

- see your order history
- have your shipping details filled out automatically each time you place an order

Through your account page you have access to:

- Your cart
- The control panel, where you can add and edit your shipping and billing address
- Your profile, where you can change your username and password
- your order history

## 3. PLACING AN ORDER

Vestiario Brand guarantees the quality and validity of the information provided on this website, as well as the accuracy of any special characteristics of the products. We have made our best to display as accurately as possible the details of the products that appear on [vestiario-shop.gr/](http://vestiario-shop.gr/) However, we cannot guarantee that your computer monitor's display will be accurate.

We reserve the right to cancel your order if one of the following occurs:

- Your payment is not authorized.

- There is no delivery service available in your location.
- You don't agree to the Terms & Conditions of our site.
- There is a typographical error to one or more of the ordered pieces.

\*\*The sold out issue concerns only the ready-to ship items; **PAYMENT POLICY**

**Vestiario is a company based in Thessaloniki, Greece.**

**All transactions and prices are in Euros (€).** If you are a customer whose credit/debit/prepaid card is not denominated in Euros, the final price will be calculated in accordance to the applicable exchange rate on the day your card issuer processes the transaction. Please note, that if you purchase from a country which has other currency than Euros, then currency exchange rates and credit card charges may make a difference to the amount billed on your credit/debit card.

\*<https://vestiario-shop.gr/> reserves the right to adjust prices without further notice.

\*\*All prices are 24% VAT inclusive.

The <https://vestiario-shop.gr/e-shop> offers the following alternative payment methods:

The amount credited to Vestiario e-shop accounts must correspond to the exact price of the order. Any bank charges should be covered by the customer. Please indicate your name and the order number while processing your payment. We will start working on your order once the payment is confirmed. This can take 1-3 business days, depending on each bank.

#### **- PAYMENT WITH PAYPAL**

Vestiario on line store accepts PayPal payments.

When using PayPal you can use any prepaid, debit or credit card and process a payment.

## **- CASH UPON DELIVERY ( AVAILABLE ONLY FOR GREECE)**

The cash on delivery method is paying for your goods upon delivery. Place your order and pay the total cost when order is delivered to you by Elta Courier at the delivery address registered. This payment method is available only for Greece (including 24% VAT included).

### **5. DELIVERY POLICY**

#### **A. Ready to ship pieces.**

Pieces that are ready to ship will be within 2 business days.

#### **Delivery within Greece**

For the delivery of your purchases we collaborate with Elta. Deliveries in Greece are made by Elta and the estimated delivery time within Greece is 2-5 business days. Estimated time of delivery may vary on islands and remote postcode areas.

#### **International Delivery**

International shipments are made by Elta Postal Service. There is an option to update standard shipping to express shipping during check-out. Estimated delivery varies depending by each country. When you receive your package, you need to sign, it cannot be delivered in P.O Boxes.

Vestiario e-shop is not responsible for any delay in deliveries because of bad weather conditions, international customs delays or other issues that are beyond our control.

When your order ships, you will receive a shipping confirmation e-mail with tracking information concerning your package.

### **6. SHIPPING**

Vestiario offers free shipping within Greece for all orders.

For International shipping quotes vary according to each country. If you want to see how much shipping will cost, you may add the pieces to your card and there will be a quote depending on the weight of the goods.

\* Non EU-Customers may be subject to any charges that may arise from exchange rate differences, customs clearances, etc., for which our company shall bear no liability.

## **7. RETURN POLICY**

### **How to make a return**

If for any reason you are not satisfied with your purchase, the products can be returned within 14 days of the date of receipt of the order and you can choose between a change of item **or** a refund.

### **The return address is:**

[voula@vestiario-shop.gr](mailto:voula@vestiario-shop.gr)

Vestiario

Paraskevi Anthopoulou

Solomou 8,54624 Thessaloniki, Greece

Tel. +30 2310 224096

You are held responsible for the return of the package and the cost of return shipping. The Vestiarios` e-shop is not responsible for any extra charges ensuing from the differences in currency, customs clearance expenses, import duties, product restrictions, and other local regulations. We advise you to return your package by adding tracking, because in case package goes lost, we are not held responsible for the loss and cannot refund the price of your purchase.

### **Restrictions**

You have the right to return the ready-to ship products you purchased without having to tell us the reason why, within 14 days from the date you receive them. Returns are only accepted if the products you wish to return are in the same condition as you received them, along with your retail receipt or invoice. Please ensure that the returned items are unworn with no stains, scratches or marks on.

We have the right to refuse unauthorized returns not sent according to our Return Policy. In case of unauthorized or unapproved returns, the products will be returned to the original order's shipping address at the customer's cost.

## RETURN OPTIONS

### **CHANGE OF PRODUCT**

**A.** You have the right to change a product because you may have changed your mind.

In this case, after we receive the product you bought in the original condition it was sent to you, it will be refunded to you, in the way that you proceeded your original payment. Any delivery charges for the new order shipped to you is at the client's cost.

### **B.** Wrong Product

At Vestiario we strive to provide best quality and customer service; there may be a case though that we ship a wrong product. In this case you send us back the product in its original condition and we'll send you the right one. All this process is at our cost.

The return address where you will ship the wrong order is:

Vestiario

Paraskevi Anthopoulou

Solomou 854624 Thessaloniki, Greece

Tel. +30 2310 224096

### **C. Defective Products**

All our products are covered by Vestiarios` happinessguarantee.

If you see that there is a problem with your Product within 14 days, we got you covered; we will ship the product corresponding to your order at our cost within 2 business days,by covering the shipping costs. After we receive the defect one. The cost for return shipping concerning the wrong product from you to us will be refunded to you,in the way that you proceeded your original payment.

\*Some Products maynot be available anymore .In this case, we can replace it with a different one or give a refund.

The return address where you will ship the defective product is:

Vestiario

Paraskevi Anthopoulou

Solomou 854624 Thessaloniki, Greece

Tel. +30 2310 224096

### **REFUND**

We process refunds when returned items are received and checked; this procedure may take(5 business days). Refunds are only processed to your original credit card, PayPal account, or bank account used to pay for the order. Processing time varies depending on each bank and type of credit card. If the purchase is made by cash, the amount of the refund will be deposited into the bank account specified by the customer.

### **8. MODIFY OR CANCEL AN ORDER**

In case you want to modify or cancel the item/items ordered before you receive the shipping confirmation mail us within 12 hours to:voula@vestiario-shop.gr. Unfortunately there can be no cancellation or

modification of your order, after we delivered the package to the shipping company. If your order has shipped, and you no longer want it, you may return your order according to our Return Policy. Please read our Return Policy for more details.

## **9. INTELLECTUAL PROPERTY RIGHTS**

The content (such as photographs, logos, graphics, and texts) of the site <https://vestiario-shop.gr/e-shop>, are protected by the national intellectual property law and international treaty provisions including The Urban Lace software, all HTML and other code contained in this site by Law 2121/1993/ "Copyright, Related Rights and Cultural Matters". Any reproduction or redistribution of any kind of the site's content is absolutely prohibited.

Please make sure that you have updated a virus checking software installed. The Vestiario site is free of viruses and other harmful components and cannot be held responsible if any damage is caused to your software while browsing to our website