

Treasures from Asia - LEGAL TERMS AND CONDITIONS

Please read this document carefully as it contains our terms and conditions that you agree to be bound by if you continue to use Treasures from Asia On-line shop.

The below terms and conditions apply to your use of this Treasures from Asia On-line shop and to any purchases.

Please address any comments, queries, suggestions or complaints regarding these conditions or the Treasures from Asia website, to the contacts as listed on our site.

1. Treasures from Asia reserves the right to modify or withdraw, temporarily or permanently, Best Sellers and Special Offers (or any part thereof) with or without notice to you. All prices are in pounds sterling.
2. All products and services are subject to availability and may be withdrawn at anytime. If your order cannot be fulfilled you will be offered an alternative or given a full refund.
3. You may only purchase products for personal use, either by yourself or by your intended recipient (s) of the products. Treasures from Asia reserves the right to decline any order that it happens to believe is for onward sale other than through distribution channels approved by Treasures from Asia.
4. We will endeavour to dispatch your order within 2 working days of the order being placed, however please allow up to 28 days for delivery. If we no longer have your item in stock, you will be offered an alternative or a full refund.
5. All postage is as stated on the site (first or second class only) and you will not be asked to pay anymore even if the postage costs more. All parcels are sent at customer's own risk, however if you would like to pay for insurance then there is a £3.00 charge.
6. Payment can be made by using the PayPal system or by sending a cheque. If you pay by cheque then your order will not be sent until the cheques has cleared and your guaranteed 28 days delivery will start once the cheque has cleared.
7. In the unlikely event that your product is lost or damaged in transit, please contact us in writing. In the case of non-delivery please wait 7 days from the date of your order in case it has been delayed. In the case of damaged goods, please retain the product and contact us within 48 hours of receipt.
8. Data protection: We request your name and address to enable us to provide you with an efficient after sales service but WILL NOT pass your name and address to ANY third parties.
9. SATISFACTION GUARANTEED if you are not entirely satisfied with your purchase, you can return it within 7 days of the dispatch date with your receipt. Providing it has not been used, for which we have the overall decision on, we will give you our 'Product Quality Guarantee: No Quibble, No questions 7-Day Refund.

We're so confident you are going to be delighted with your choice of purchase, you get a full 7 days to decide for yourself.

Quite simply; if your chosen item does not meet your expectations in every way, send it back unused and in the condition it was received, and you will receive a full courteous refund - we can't be any more up-front or offer you more confidence than that... Please note: (This guarantee does not apply to discounted orders). Also if your product should develop a fault within 14 days of purchase we will repair it, exchange it for an equivalent product if available, or if you prefer, refund your money (product should still be in good condition and with the original packaging) accessories and receipt. Postage for returns is at customer's own expense.

10. **PRODUCT GUARANTEE:** All products are guaranteed. This guarantee specifically excludes faults caused by accident, neglect or misuse. Where a manufacturer's guarantee is offered with any product or individual component, it is additional to this guarantee. During the period of guarantee, subject to the conditions above, products will be repaired free of charge for both parts and labour.

NOTHING IN THE ABOVE GUARANTEE AFFECTS YOUR LEGAL RIGHTS.