

Feelacious Lingerie Terms and Conditions

Introduction

These terms and conditions govern your use of this website; by using this website, you accept these terms and conditions in full. If you disagree with these terms and conditions or any part of these terms and conditions, you must not use this website.

You must be at least 18 years of age to use this website. By using this website and by agreeing to these terms and conditions you warrant and represent that you are at least 18 years of age.

This website uses cookies. By using this website and agreeing to these terms and conditions, you consent to our Feelacious Lingerie's use of cookies in accordance with the terms of our privacy policy / cookies policy.

Please read these terms carefully, and print and keep a copy of them for your reference.

About Us

This website (Feelacious Lingerie) is owned and operated by Fiona and Mark Finegan, 70-72 Main Road, Portavogie, Co Down, BT22 1EL.

If you need to contact us, please e-mail us at sales@feelacious-lingerie.com.

Making a contract with us

When you place an order with us, you are making an offer to buy goods. We will send you an e-mail to confirm that we have received your order.

Once we have checked the price and availability of the goods, we will e-mail you again to confirm that we accept your order, and that a contract has been made between us. The payment is taken via Paypal when you place the order. If we decide that we cannot accept your order we will refund the amount paid to you and advise you by email that we have not accepted your order.

In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this. You will not receive an e-mail confirming acceptance of your order, and there will be no contract between us.

From time to time our supplier may discontinue an item without notifying us in advance. If the goods you order are no longer available, we will ask you in writing by email if you would like a similar item sent. We will provide you with full details of the item including description, size options, price and image(s). You may choose to accept the proposed item or not. If you decide not to, we will immediately process the refund to you. If you decide to accept the proposed replacement item, it will be sent to you and the normal order cancellation process will apply. We will never send you a substitute item without seeking your permission. In the event that there is no similar item available we will immediately process the refund and advise you by email.

How to place order

The advertising of products on our website constitutes an "invitation to treat"; and your order for products constitutes a contractual offer. No contract will come into force between you and us unless and until we accept your order in accordance with the procedure detailed below.

In order to enter into a contract to purchase products from us, you will need to take the following steps:

1. Browse through our website
2. Select a product or products and add them to the Shopping Cart
3. You will need to create an account or login to your account to proceed (this enables us to obtain and store the minimum details we need to process your order – you will not have to re-enter these each time you purchase from us and you can also have additional addresses saved in your account, for example for delivery to an alternative address if you will not be at home to sign for the package)
4. Proceed through the checkout

We will not file a copy of these terms of sale specifically in relation to your order. We may update the version of these terms of sale on the website from time to time, and we do not guarantee that the version you have agreed to will remain accessible. We therefore recommend that you download, print and retain a copy of these terms of sale for your records.

Before you place your order, you will have the opportunity of identifying whether you have made any input errors by checking your order on the Checkout Confirmation page. You may correct those input errors before placing your order by clicking to Edit the Product, Delivery Address, Billing Address or Payment Method.

We use Paypal to process all of our payments. When you have checked your order details and click to Confirm the order you will be taken to the secure Paypal payment page. You will have the option to pay using a credit/debit card, or an existing Paypal account. To view the Paypal Protection for Buyers, please click here <https://www.paypalmarketing.co.uk/safetyadvice/ProtectionForBuyers.htm>

We use 128 Bit SSL for all secure pages on our site. You can identify the secure page by checking the website url in the address bar which will start with 'https://'. The Secured by GeoTrust logo is displayed on all secure pages. We use VSTORE.ca for our hosting.

Delivery

We do not charge for delivery within the United Kingdom. If you live outside the United Kingdom and wish to purchase from us, please send us an email indicating which products you want and we will provide you with details of a delivery charge. We will also provide you with details on how you can place your order.

We aim to ship your order within 2 working days of acceptance of your order. [This does not apply to pre-order items which are identified as such in their description.] All orders are sent by Royal Mail 1st Class (Recorded Delivery) and will require a signature upon delivery. When you place your order you can provide an alternative address, so you may want to provide a work address for delivery if there would be no-one at home to sign for the package. In the event that no-one is able to sign for the package a card will be left with instructions how to contact your local delivery depot and arrange for collection or re-delivery. When we ship your order we will update your order status and include the tracking code from Royal Mail.

In the event that there is a delay in shipping your item, we will notify you immediately by email, advising you of the revised delivery schedule and asking you if that delivery date will suit. If it does not then we will process a full refund. This may happen because an item indicated as in stock is found to be faulty when we go to dispatch it and we need to wait for a delivery from our supplier.

You should receive your order within 5 to 7 working days.

If the goods are lost or damaged in transit, please let us know promptly, so that we can make a claim against the carriers. We will offer you the choice of a replacement or a full refund.

Cancellation and returns

This cancellation policy does not affect your rights when we are at fault — for example, if goods are faulty or misdescribed.

This policy does not apply to the following goods, which are exempt from the right to cancel:

stockings, tights or bodystockings if the packaging has been opened.

You can cancel your contract before delivery, and up to 7 working days (excludes Saturdays, Sundays and public holidays) after delivery. To do this, please e-mail us or write to us. We will refund your money, including the original postage charges, within 30 days.

You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

If you cancel, you must return the goods to us at your own expense. You are responsible for the risk of loss or damage when you return goods, so you should take out enough postal insurance to cover their value.

If you fail to do return the goods, we will collect them, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.

Faulty goods

If there is a problem with the goods, please contact us to discuss the matter further.

If the goods are found to be faulty within a reasonable time after delivery, you may reject them and claim a full refund, plus compensation for your losses.

If a fault is found later on, or if you delay in making a complaint, you may still be entitled to a repair or, if a repair cannot be done without causing you significant inconvenience, a replacement. If a replacement is not available, you may be able to claim a part or full refund of your money, plus compensation for any other losses incurred.

Law and jurisdiction

These terms and conditions will be governed by and construed in accordance with United Kingdom Law, and any disputes relating to these terms and conditions will be subject to the [non-]exclusive jurisdiction of the courts of the United Kingdom.

Changes to these terms

These terms were last changed on 1 October 2011.

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.