

Angel Brides Terms & Conditions

Angel Brides are completely dedicated to your total satisfaction. If you have any suggestions or comments please email us using the link on the "contact us" page.

We want you to enjoy using our website and the useful information and products that we provide through it. All information on this site is provided in good faith. To avoid any misunderstandings, please take a moment to read these Terms, which govern the contract between us. They set out the basis of how you use our site, the purchase of our Products, what we provide, what we charge and what we ask of you in return. By submitting an Enquiry and/or an Order to Angel Brides, you are agreeing to these Terms and our Privacy Policy which will apply to any purchase you make from Angel Brides on this website.

Summary

1. Definitions
2. Product Details
3. Price of the Products
4. Enquiries
5. Order Acceptance
6. Our Right to Cancel
7. Delivery
8. Right of Cancellation
9. Warranties and Refunds
10. Returns Procedure
11. Use of website
12. Liability
13. Notices, Enquiries and Complaints
14. Intellectual Property

1. Definitions

1.1. In these terms and conditions ("the Terms") unless the context otherwise requires, the following words and phrases shall have the following meanings:

"Customer Material" means any information provided by the customer to Angel Brides including, but without limitation, your details, delivery details, requirements or any information provided in the Enquiry or Order;

"Enquiry" means any enquiry made of Angel Brides;

"Force Majeure Event" includes any delay or failure to perform our obligations as set out in these Terms where such delay or failure to perform arises from circumstances beyond our reasonable control, including (without limitation) any Act of God, communications failure, death, destruction, fire, flood, strikes, riots, accident, disruption to energy supplies, civil commotion, acts of terrorism or war;

"Order Confirmation" an order confirmation from Angel Brides to you confirming receipt of your payment and the acceptance of your order;

"Price" means a price issued by Angel Brides to you in response to an Order Confirmation and/or an Enquiry;

"Product" means products available for sale on the website;

"Angel Brides", "us" or "we" means Angel Brides: Address: 158 Low Lane, Horsforth, Leeds, West Yorkshire, United Kingdom LS18 5QW. Tel: 0113 258 8454. (VAT Number: GB);

"website" means the website for the sale of the Products at www.angelbrides.co.uk;

"Writing" includes email, fax, or other comparable means of communication;

"you", "your" or "customer" means the person, firm or company placing an order for Products with Angel Brides.

2. Product Details

2.1. The Products displayed on this website are not shown to actual size nor are their images binding as to detail. Some Products may appear slightly larger or smaller than actual size due to screen defaults and photography techniques. Other Products may be represented at a larger than actual size in order to clearly show details, or smaller than actual size in order to show the entire item, and your attention is drawn to the Product details and content where given. If the Product you receive is materially different from the Product details specified you shall be entitled to reject it without penalty.

2.2. All Products are subject to availability. In the unlikely event of a change in the specification of the goods ordered we will offer you a substitute item of the same or better

quality for the same price, which you shall be entitled to reject by returning the item within 7 days from the date the Product has been delivered to you.

3. Price of The Products

- 3.1. Subject to the provisions of clauses 3.4 and 3.5 the Price of the Products will be as stated on our website at the time you submit your order.
- 3.2. Prices stated on the website include VAT for the item(s) the cost of delivery is stated at the checkout.
- 3.3. All Products must be paid for in full before being dispatched.
- 3.4. The price of the products stated on our website may vary due to factors outside Angel Brides control, if there is a price increase and it is not acceptable to you then a refund will be given.
- 3.5. If, after you have placed an order with Angel Brides we discover an error in the price of the Products offered we will contact you to resolve the situation.
- 3.6. Prices on Angel Brides website are in Sterling and will be invoiced in sterling.

4. Enquiries

- 4.1. By making an Enquiry you are under no obligation to purchase any Product but you agree to be bound by these Terms and our Privacy Policy.

5. Order Acceptance and Payment

- 5.1. Before your order can be accepted, we must receive in cleared funds, or confirmation of authorisation of payment (where a credit card is used) the purchase price specified in full (without any deduction).
- 5.2. By placing an order using our online form, by telephone or fax you are entering into a legally binding contract between you and Angel Brides.
- 5.3. You may pay for the Products in any currency from time to time but only after permission from Angel Brides via email.
- 5.4. You must pay for the Products you order by using any method currently specified on the website, which may include without limitation;
 - 5.4.1. A telegraphic transfer or a bank transfer to Angel Brides account; or
 - 5.4.2. Credit or debit card by communicating your card details to Angel Brides (for the avoidance of doubt the credit/debit cards accepted by us are those listed on the website on the date your order is placed).
- 5.5. In the event that payment for an order is not received; or you are not fully entitled to use your nominated credit, debit or charge card; or such card has insufficient funds to cover the price of the Products then:
 - 5.5.1. Angel Brides may contact you allowing you to make payment in full within a specified time period by the same or another means; or
 - 5.5.2. Angel Brides may at its sole discretion cancel your order in which case Angel Brides shall return any monies received from you within 30 days of receipt of such monies to your nominated account and Angel Brides shall be entitled to deduct an administration fee to cover any expenses incurred by Angel Brides in doing so;
 - 5.5.3. You agree that in any event that Angel Brides shall have no liability to you for any loss,

damage, costs, expenses or other claims that you may incur.

5.6. You agree to indemnify Angel Brides in full against all costs and outgoings incurred by us in obtaining payments from you in the event a failed payment occurs.

6. Our Right to Cancel

6.1. We reserve the right to cancel your order if:

6.1.1. after receiving your order and before we send you your Order, we become aware of a pricing error in respect of the Product you have ordered, we reserve the right to withdraw the Product from sale and inform you accordingly; or

6.1.2. A Force Majeure Event occurs.

6.2. If we do cancel your order we will notify you by e-mail and will offer an alternative replacement Product or refund to you any amounts paid to us as soon as possible and in any event within 30 days of your order.

6.3. We shall not be liable to you for any loss, damage, costs expenses or claims that you may incur, for orders cancelled by us.

6.4. This clause 6 does not affect your statutory rights as a consumer, nor does it affect your contract cancellation rights.

7. Delivery

7.1. We reserve the right to charge for and fulfil partial orders where the Order Confirmation consists of multiple items.

7.2. Delivery will be made to the address specified in the Order Confirmation.

7.3. We will take all reasonable steps to deliver your order to you within a reasonable time.

We cannot be held liable for delays caused by circumstances beyond the reasonable control of Angel Brides (such as Force Majeure events). Time will only be of the essence of the contract if you have agreed this in advance with us at the time of placing your order and received an Order Confirmation with a guaranteed delivery date.

7.4. You will become the owner of the Products you have ordered when they have been delivered to you. Once the Products have been delivered to you they will be held at your own risk and we shall not be liable for their loss or destruction.

7.5 Please note that made to order goods e.g bridesmaids dresses, veils and tiaras will have longer delivery times and this should be taken in consideration at the time of ordering.

8. Right of Cancellation

8.1. Except for the Products that are made to order, you will be entitled to cancel your order by written notice to us within 7(seven) working days. You do not need to give us any reason for cancelling your order nor will you have to pay any penalty. This policy is in accordance with the Consumer Protection (Distance Selling) Regulations 2000.

9. Exchanges and Refunds

9.1. Angel Brides are committed to your complete satisfaction with your chosen goods. If you are in any way dissatisfied with your ordered goods, we will exchange them or refund

your monies provided the refunds process is followed. Items that are made to order include bridesmaids gowns, veils, tiaras or jewellery which have been modified/changed from the original product advertised on the website cannot be refunded or cancelled.

9.2. Angel Brides shall be under no liability to the customer for any loss, damage, costs, expenses or other claims in respect of: (a) any defect arising from wilful damage, negligence, failure to follow instructions for the use of the Products (whether oral or in writing); (b) using the product for anything other than it's intended use, misuse or alteration of the Products without our approval; (c) arising from any Customer Material supplied by you which is incomplete, inaccurate, illegible, out of sequence or in the wrong form, or any other fault of the Customer.

9.3. To exchange an item please contact us as soon as possible so we can efficiently and quickly provide a suitable alternative. For 1st exchanges in the UK, Angel Brides will post good free of charge, however any subsequent exchanges will be charged for postage. Overseas exchanges will be charged at the standard applicable rate. We cannot exchange special orders, made to order goods or goods which have been modified or changed from the original product as advertised on the website.

9.4 It is the statutory duty of the customer to take reasonable care of any goods if they are to be exchanged or returned. We are unable to offer a refund or exchange if an item is returned unsuitable for resale. In this case the goods would be returned to you at your expense. Shoes which are returned must be in original packaging and unmarked on the soles of the shoes. Please do not use sticky tape or other sticky substances on the shoe boxes as this will deem the product unsellable and therefore non-refundable to you.

9.5 Angel Brides products should meet or exceed your expectations. However, in the event that you are dissatisfied with your order, the Products delivered to you are incomplete or you have received incorrect Products, please return to us unworn, undamaged and in the original packaging within 10(ten) days of receipt. See 10. Returns Procedure

10. Returns Procedure

10.1. If you exercise the right to cancel under clause 8.1, in order to make the returns procedure as efficient as possible we advise you to follow the following procedure:

10.1.1. Complete the return form, download [here](#)

10.1.2. Secure the Product(s) and all of the original packing materials, including the completed returns form, and send to Angel Brides. Please ensure that you print your name on the outside of the package. For your peace of mind we recommend using a delivery service which insures the contents, eg Royal Mail.

10.1.3. Clearly print your name and address on the outside of the package and mail the package to:

Angel Brides
158 Low Lane
Horsforth
Leeds
West Yorkshire

United Kingdom
LS18 5QW

10.1.5. For the avoidance of doubt Angel Brides shall not be responsible for items lost or damaged whilst in transit.

Conditions of Return

10.1 Returns are simple, but are subject to certain rules.

(a) you shall be liable for the cost incurred in returning Products to us and we shall not be obliged to accept any Product returned if such costs have not been paid in full;

(b) each item must be returned in the same condition as it was sent, unworn, not fitted and undamaged. Damaged goods due to your negligence will not be accepted for refund.

10.2 Subject to the conditions in clause 10.1 Angel Brides will refund the full cost of the item. Refunds will be made in the same form as the original purchase.

10.3 All requests will be processed after we have inspected and verified the condition of the Products. Returns take approximately 10(ten) business days to process upon receipt of the item.

11. Use of the Website

11.1. You agree to use the website only for lawful purposes and in a way that does not infringe the rights of, restrict or inhibit anyone else's use and enjoyment of the website. Prohibited behaviour includes harassing or causing distress or inconvenience to any person, transmitting obscene or offensive content or disrupting the normal flow of dialogue within the website.

11.2. Where Angel Brides provides any information in relation to the Products supplied to it by a third party, Angel Brides does not give any warranty, guarantee as to its accuracy or otherwise and shall have no liability to the Customer for any losses arising as a result thereof.

11.3. Angel Brides does not warrant that functions contained in the website content will be uninterrupted or error free, that defects will be corrected, or that Angel Brides or the server that makes it available are free of viruses or bugs. We shall have no liability for any direct, indirect, special or consequential loss arising out of the use of or the inability to use this website including (without limitation) reliance on any information or content of the website or which results from mistakes, omissions, interruptions, deletions of files or emails, defects, viruses or delays in operation or transmission.

11.4. The information on the website may contain technical inaccuracies or typographical errors and may be changed or updated without notice. Angel Brides may also make improvements and/or changes to the website at any time without notice.

11.5. Any information we receive from you will be dealt with in accordance with our Privacy Policy.

11.6. Certain links in this website connect to other websites maintained by third parties over whom we have no control. We make no representations as to the accuracy or any other aspect of information contained in other websites.

12. Liability

12.1. Nothing in these Terms will limit our liability for death or personal injury resulting from our negligence or that of our employees or agents. If you are a consumer (within the meaning of the Unfair Contract Terms Act 1977) the content of these Terms will not affect your statutory rights. If you are not a consumer then subject as provided in clause 9.1, all other warranties, conditions or other terms, whether implied by statute common law or otherwise, are excluded to the fullest extent permitted by law.

12.2. Where Angel Brides provides any information in relation to the Products supplied to it by a third party, Angel Brides does not give any warranty, guarantee as to its accuracy or otherwise and shall have no liability to the Customer for any losses arising as a result thereof.

12.3. In the event that we are unable or fail to deliver the Products ordered within any time period specified, we will use reasonable endeavours to contact you in order to re-schedule the delivery time.

12.4. We will not be in breach of contract as a result of any Force Majeure Event.

12.5. In any event, the liability of Angel Brides for any breach or the aggregate liability for any series of breaches under or in connection with these terms shall not exceed the value of the relevant order placed by you from time to time.

12.6. Angel Brides shall have no liability for loss of profit or for any indirect, special or consequential loss of damage, costs, expenses or other claims for compensation whatsoever arising out of or in connection with the supply or non-supply of the Products (including any delay in supplying the Products) or their use or resale by you. Other than as set out in clause 9.2, the entire liability of Angel Brides arising out of any order for Products from you will be limited to the total price of the Products ordered by you.

12.7. You must observe and comply with all applicable regulations and legislation, including all necessary customs, import or other permits to purchase Products from our website. The importation or exportation of our Products may be prohibited by certain national laws. We make no representation and accept no liability in respect of the import or export of the Products you purchase.

13. Notices, Enquiries and Complaints

13.1. Any notices, enquiries or complaints should be:

13.1.1. E-mailed to info@angelbrides.co.uk.

13.1.2. Addressed to customer services on telephone number 0113 258 8454 or:

13.1.3. Sent by post to Angel Brides, 158 Low Lane, Horsforth, Leeds, United Kingdom, LS18 5QW.

14. Intellectual Property

14.1. The entire content of the website, including all copyright, trademarks and other intellectual property rights it contains, including the use of the name "Angel Brides" is the sole property of Angel Brides. You are permitted to copy, transmit and to use such material only for the purpose of ordering Products from the website, but you are not entitled to copy, reproduce, transmit, display in public, create derivative works from or otherwise commercially exploit such material.

14.2. All intellectual property rights in the Products (subject to the rights of any third party) belong to Angel Brides.

14.3. You warrant that all Customer Material provided to us will not be defamatory or infringe the copyright or other rights of any third party, and you shall indemnify Angel Brides against any loss, damages, costs, expenses or other claims arising out of any such infringement.

Privacy Policy

Who We Are

In this privacy policy references to “we”, “us” and “our” are to Angel Brides. References to “our website” or “the website” are to www.angelbrides.co.uk.

What Information We Collect and How

The information we collect via the website may include:

1. Any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number etc.
2. In order to effectively process credit or debit card transactions it may be necessary for the bank or card processing agency to verify your personal details for authorisation outside the European Economic Area (EEA). Such information will not be transferred out of the EEA for any other purpose.
3. Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates on products and offers).
4. Your IP Address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the website. This information is used to monitor your usage of the website.
5. Data recorded by the website which allows us to recognise you and your preferred settings, this saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browsers ‘help’ facility.

What We Do With Your Information

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998 and other applicable laws. The details we collect will be used:

1. To process your order, to provide after sales service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);
2. In certain cases we may use your email address to send you information on our other products and services. In such a case you will be offered the option to opt in/out before completing your purchase.

We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.

Your Rights

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact to the following address:

Angel Brides
158 Low Lane
Horsforth
Leeds
United Kingdom
LS18 5QX

Other Websites

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

You've got to the end, well done.