**WEBSITE POLICIES**

Welcome and thank you for using KASEIARCHIVE.COM!

Every company has its own terms, these are ours. We ask you to read them through carefully, and feel free to contact us if you have any questions.

Please note that KASEI ARCHIVE DI LWD (the company) is referred to as “we” and “us”.

**TERMS & CONDITIONS**

When you use KASEIARCHIVE.COM, you agree to accept that these terms and conditions are legally binding agreements between you and KASEIARCHIVE.COM. In order to use KASEIARCHIVE.COM, you must agree to respect these terms and conditions. Otherwise, we have the right to ask you to stop using our website and its services.

We will, without prior notice, temporarily or indefinitely block you from using our services if we notice:

- That you adopt illegal and dishonest activities while using KASEIARCHIVE.COM

- That you use BOTS or other tools that we consider could change or affect the functionality of KASEIARCHIVE.COM and our services.

In addition to blocking you from using KASEIARCHIVE.COM and our services, we will cancel any orders that you may have done.

The access and use of our website is for your personal use only. Our website provides you with information about our products and the ability to purchase them.

**COPYRIGHT & TRADEMARK**

We own the website KASEIARCHIVE.COM and the content published on it.

Without limitation, this content includes:

- Images
- Text
- Graphics
- Logos
- Characters
- Design
- Audio
- Videos
- Music
- Intellectual property

All of the material on KASEIARCHIVE.COM is protected by copyright. You are not allowed to reproduce, modify, transmit, re-publish and/or re-distribute it to third parties for commercial purposes. If you want to do so, we kindly ask you to contact us.

## **CLIENT REQUIREMENTS (WHAT WE ASK FROM YOU WHEN YOU SHOP ON OUR WEBSITE)**

To place an order at KASEIARCHIVE.COM, we kindly ask you to:

- Be 18 years or older.
- Meet the conditions required to enter legally binding contracts.
- Have an email address that works.
- Have (at least) one of the following:

* A valid Credit Card (Visa, American Express, Mastercard)
* A verified Paypal account

**PAYMENTS**

CURRENCIES

We invoice all payments and refunds in euro (EUR). Your credit card will also be charged in euro, and therefore, due to exchange rates, the final price will be calculated according to the relevant exchange rate of the day your credit card company processes the transaction.

PAYMENT METHOD

When you place your order online, we will accept the following payments methods:

* CREDIT CARD OR DEBIT CARD

If you choose to pay with credit or debit card, your credit details will be forwarded to a protected online banking system that accepts Mastercard, Visa, Visa Delta, Visa Debit & American Express.

* PAYPAL
If you choose to pay with Paypal, you will automatically be transferred to the Paypal site. We reserve the right to carry out orders and ship your products, only if your account is verified by Paypal.

**SHIPPING**

SHIPPING

* STANDARD SHIPPING
When you have placed your order, it will be processed within 2 working days. Once shipped, arrival time may vary from country to country.
* EXPRESS SHIPPING
For express shipping we apply a charge of:
10€ in Italy and Europe
30€ for the rest of the world

Estimated arrival time for orders shipped within the European Union is 24h (excluding the Italian islands which may take 2-3 days) and 2-3 days outside of the European Union.

You will be provided with a tracking number and your order will be shipped with DHL Express Go Green shipment solutions - it means your products will travel with alternative vehicles, on optimized transport routes and pass through energy-efficient warehouses in order to assure less CO2 emissions compared to standard shipment methods.

*Please note:

- You cannot change the delivery address once your order is sent, please make sure to fill out a correct address when checking out.

- If we receive your order on a Saturday, Sunday, or holiday, we will process it on the nearest following business day.*
*- We do not take responsibility for inconveniences that may occur during the shipment, such as carrier delays, delays caused by holidays or natural disasters.

- We are not responsible for lost items or lost returns during shipping when STANDARD SHIPPING is selected. Traceability ends at Italian customs, from where the carriers’ Terms of Service apply. If you want to make sure your package will be traceable and that the return arrives safely, we recommend EXPRESS SHIPPING.*

 *- All delivery costs are calculated at checkout.

- We do NOT ship to P.O. boxes (Post Office boxes).*

**EXCHANGES, RETURNS & REFUNDS**

We accept exchanges and returns made within 10 days from the day you have received your product/s.

If the item does not match the conditions and requirements listed below, we reserve the right to refuse the exchange or return, and send the item back to you at your own cost.

Items on sale and with reduced prices follow the same regulation as full price items.

All products are carefully checked at our studio for any faults. However, if you receive an item that is in a faulty state please contact us at sales@kaseiarchive.com

* EXCHANGES
*Kindly note and take into consideration:*

- We will only accept to exchange an item for the same article in a different size or color (only if the requested sizes or colors are in stock). We will not accept exchanges for different items.

- We will only accept exchanges made from the country which the shipment was sent to.

- Items can only be exchanged once.

- The new item will be shipped to you as soon as we have received the article to be exchanged.

* RETURNS

*The returned item/s must:*

- Be sent back in their original packaging together with all the materials received with the item/s (bags, wrapping, etc.).

- Be unharmed, worn or altered and must have all original security seals still attached. The original packaging must not be used as the external parcel for the shipment.

* HOW TO EXCHANGE OR RETURN ITEMS
In order to start the exchange or refund process, please contact us via email at sales@kaseiarchive.com - stating the order number, whether you request for exchange or a refund, and reason for return. You will receive an email with a return authorization number and return tag. The return tag must be filled out with the return authorization number and sent back with the item/s.

You can also send us your phone number if you prefer to be contacted by us and we will contact you as soon as possible with the instructions for the procedure.
* REFUNDS
The refund procedure takes 10 days from the arrival of the returned item/s at our studio.

*Please note:*

- Any changes in currency during the return period will not be refunded.

- If you have paid your order by credit card, you will be refunded to the original card used during checkout.

- The refunded amount will be available within the next billing statement - this can change depending on banks and credit providers.

- Gift returns: the refund will be credited to the account that originally purchased the items.
* FEESAll fees that may apply to return shipping, import and customs fees are at your responsibility. These fees will be subtracted from your final refund and will not be reimbursed. The potential import and customs fees are estimated to be up to 30% of the value of your returned item/s. Once we receive your return request, we will calculate and communicate the estimated fees via email.

*Free exchanges* are available to:

- All European Union countries: Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, Italy, France, Germany, Greece, Hungary, Ireland, Luxembourg, The Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden

- New Europe countries: Bulgaria, Cyprus, Estonia, Latvia, Lithuania, Malta, Romania

- Rest of the world: for products over the net amount of €400

 *Note:* Free exchanges are NOT available to Japan.