General Terms and Conditions of Sale

Updated 1st February 2019

**Article 1 - Orders**

You state that you have noted and that you accept these General Terms and Conditions of Sale. The confirmation of your order is deemed to be the acceptance of these conditions. An email summarising the order will be sent after your order has been confirmed.

**Article 2 - Price**

2.1 - The price of our products is stated in Swiss franc, dollar or in euro including all taxes and costs of packaging.

2.2 - Customs duties and/or other taxes may be charged on orders placed from a country other than Switzerland and are for the customer's account. We advise you to obtain information from the relevant authorities in your country.

2.3 - The goods will be invoiced to you at the price indicated on the site at the time of your purchase and the confirmation of your order.

**Article 3 - Products**

3.1 - Product availability

If a product should not be available after your order has been confirmed, an email will be sent to you to inform you of this and to automatically cancel the order for your article. Your money will be refunded as soon as possible.

3.2 - Guarantee conditions

Loan Sara products are guaranteed for one year subject to the item being used under normal conditions and submission of the invoice.

**Article 4 – Shipping and lead time**

4.1 - As our products are hand-crafted they will be sent to you within 4 to 6 weeks of the confirmation of your order, excluding week-ends, public holidays and subject to demand. An email confirming your order will be sent to you automatically. As soon as your order has been despatched, you will receive information to enable you to track your order.

4.2 - The delivery time also depends on the address and the country of delivery. Please contact us at our site email address if there should be a delay or a delivery problem.

**Article 5 – Payement and security**

5.1 - The payment of the price stated on your order form and made by the payment methods accepted by our site will confirm your order.

5.2 - Our site uses the SSL encryption method.  We have also reinforced all our scrambling and encryption procedures so that all your personal data is efficiently protected.

**Article 6 – Returning goods and conditions**

6.1 - You may return the goods to us at your expense within 14 working days of receipt; the goods must be accompanied by a copy of your invoice and a letter from you.

6.2 - If the product has not been used or damaged, the price will be refunded to you within 14 days using the method employed for the original payment.

**Article 7 – Personal data**

7.1- Your personal information and data are needed for the management of your order. This information will only be passed to companies involved in the execution of the services associated with your order, such as its management, despatch and payment.

7.2 - You have the right to access, correct and object to your personal information by contacting us at [info@loansara.com](mailto:info@loansara.com)

**Article 8 – Copyright and intellectual property**

8.1 - All the text, artwork, photographs and illustrations featured on the [www.loansara.com](http://www.loansara.com/) website are protected world-wide by copyright and intellectual property law. Any total or partial reproduction or representation of the [www.loansara.com](http://www.loansara.com/) website is strictly prohibited.

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