

Agreement Policy for Elegance

Welcome to Elegance Emporium, a premier e-commerce platform dedicated to women's luxury products, including jewelry, handbags, perfumes, scarves, and sunglasses. This Agreement Policy outlines the terms and conditions governing all transactions and interactions on our platform. By placing an order, you agree to comply with the following detailed terms:

- **14-Day Return Policy:** Elegance Emporium offers a 14-day (2-week) return period, commencing from the date of delivery. Customers may return eligible products for a full refund or exchange, provided the items are unused, in their original packaging, and in the same condition as received, including all tags, boxes, and accompanying materials.
- **Return Eligibility Criteria:** Returns are accepted for standard inventory items such as jewelry, handbags, perfumes, scarves, and sunglasses. Personalized or custom-made items, including monogrammed handbags or engraved jewelry, are non-returnable unless defective. Due to hygiene concerns, opened or used perfumes and similar products are not eligible for return.
- **Initiating a Return:** To process a return, customers must contact our customer support team within 14 days of delivery to request a Return Merchandise Authorization (RMA) number. This number must be included on the return package. Returns without a valid RMA number may be rejected or delayed.
- **Return Shipping Responsibility:** Customers are responsible for return shipping costs unless the return is due to a defective product, an incorrect item shipped, or an error by Elegance Emporium. In such cases, we will provide a prepaid shipping label to facilitate the return process.
- **Refund Processing Timeline:** Refunds will be processed within 7-10 business days of receiving and inspecting the returned item. Refunds will be credited to the original payment method. Original shipping fees are non-refundable unless the return is due to our error. Customers will receive email confirmation once the refund is processed.
- **Defective or Damaged Items:** If a product is delivered defective, damaged, or not as described, customers must notify us within 48 hours of delivery. We will arrange for a replacement, repair, or full refund, including free return shipping. Photographic evidence may be requested to streamline the resolution process.
- **Authenticity Commitment:** All products sold through Elegance Emporium are 100% authentic, sourced directly from trusted manufacturers or authorized distributors. Our jewelry, handbags, perfumes, scarves, and sunglasses undergo rigorous quality checks to ensure authenticity and craftsmanship.

- **Pricing and Stock Availability:** Prices displayed on our platform are subject to change without notice due to market conditions, supplier pricing, or promotional activities. Product availability is confirmed only upon order processing and payment completion. If an item is out of stock, we will notify you promptly and offer a refund or alternative options.
- **Order Cancellation Terms:** Orders may be canceled free of charge prior to shipment by contacting our customer support team. Once an order has shipped, it is subject to the standard 14-day return policy, with the customer responsible for return shipping costs.
- **Payment Security:** We accept secure payment methods, including major credit cards (Visa, MasterCard, American Express), debit cards, and approved digital wallets (e.g., PayPal, Google Pay). Payments are processed through encrypted channels, and full payment is required at the time of purchase to confirm the order.
- **Shipping and Delivery Details:** Orders are processed within 4-6 business days, excluding weekends and holidays. Delivery times depend on the shipping method (standard, expedited, or international) and the customer's location. Tracking information will be provided upon shipment. Elegance Emporium is not liable for delays caused by carriers or customs for international orders.
- **Product Warranty:** All products are backed by a one-year limited warranty covering manufacturing defects, such as faulty clasps on jewelry or defective handbag zippers. This warranty does not cover damage from misuse, accidents, or normal wear and tear (e.g., scratches on sunglasses lenses). Proof of purchase is required for warranty claims.
- **Customer Data Privacy:** We prioritize your privacy and comply with applicable data protection laws. Personal information, including names, addresses, and payment details, is used solely for order fulfillment, customer service, and legal compliance. We do not share your data with third parties for marketing purposes without your consent.
- **Dispute Resolution Mechanism:** Should a dispute arise from a purchase or this policy, we encourage customers to first contact our support team for resolution. Unresolved disputes will be addressed through mediation or arbitration, following the rules of a recognized arbitration body, before any legal proceedings. This approach ensures a fair and efficient process.
- **Governing Law and Jurisdiction:** This agreement is governed by the laws of the state or country where Elegance Emporium is headquartered, as applicable to e-commerce transactions. Any legal actions, if required, will be conducted in the courts of that jurisdiction. Customers agree to adhere to all relevant local, national, and international laws.

Contact Information

For inquiries, assistance, or to initiate a return, please contact our customer support team at support@eleganceemporium.com, through the live chat feature on our website, or by calling our toll-free number (listed on the website). Our support team is available Monday through Friday, 8 AM to 7 PM, and we aim to respond to all inquiries within 24-48 hours.

Policy Updates

Elegance Emporium reserves the right to amend this Agreement Policy at any time to reflect changes in business practices, legal requirements, or industry standards. Updated policies will be posted on our website, and the revised terms will apply to all purchases made after the effective date. We recommend reviewing this policy periodically to stay informed.

By purchasing from Elegance, you confirm that you have read, understood, and agree to be bound by the terms of this Agreement Policy. Thank you for choosing Elegance Emporium for your luxury women's products.