### Terms and conditions

Please read through them carefully before placing your order. By using this website and/or placing an order you agree to be bound by the terms and conditions set out below. Please also read our privacy notice regarding personal information provided by you. Before placing an order, if you have any queries relating to these terms and conditions, please email on gayathri@urbane90.com We may change these terms from time to time without notice to you. Changes will apply to any subsequent orders received. Once your order has been confirmed, we will not be able to make any changes.

## Privacy notice

All personal details given by customers on this site are STRICTLY CONFIDENTIAL and not shared with or made available to any other parties. Please be assured your privacy is 100% protected.    We request only data relevant to your order.  Your data is used solely for the purpose of your order.  Your data is held securely and used fairly.  We only hold your data for as long as needed.

You can find out more about this on our [Privacy Policy](http://www.harrietsanders.co.uk/privacy-policy/) page.

## delivery options

Bags are made to order and take up to 21 working days to complete. We aim to get your order to you as soon as possible. However, due to unforeseen circumstances (such as illness, weather or other such causes affecting deliveries, extremely busy order periods such as Christmas) there may be a delay to your order and it may take longer than the suggested time period.   Orders are posted between Monday and Friday. All orders are sent 1st Class Recorded Delivery.  Please ensure all delivery details are correct at time of order and again on your confirmation email.  It is the customer’s responsibility to provide us with a correct address.  Providing an address that is incomplete, incorrect, or false for whatever reason will result in your delivery being delayed, lost, or returned.  Urbane 90 is not responsible for any parcels lost due to the customer providing an incorrect address.  If you notice a problem with your address on your order, please contact us straight away.  Contacting us after dispatch is not acceptable.  Returned parcels will require postage to be paid for again.  Lost parcels are the customer’s responsibility.  Please note: all deliveries require a signature.  It is your responsibility to sign for your delivery.  Urbane90 cannot be held responsible for orders signed for by anyone other than the person listed on the order/delivery.

## Payment methods

Direct bank transactions ,paytm,googlepay– Orders will not go into production until payment has cleared. Orders must still be placed through the website.

## Returns

We will happily exchange any faulty or unsuitable items within seven days of you receiving the item. Please ask about extensions to exchange time during festival Period. Postage and Packaging is non-refundable. Bags must be returned in original and re-saleable condition. Contact us via email or phone to discuss the returning of your item. We do not offer refunds on any of our products due to each bag being individually handmade to order.   Please note: All bags are genuine leather and lined with suede. Leather is a natural material and will age and soften as the bag is used. This is not an acceptable reason for returning a bag or accessory within any time period.

## Product information

We have made every effort to display as accurately as possible the colours of our products that appear on the website. However, the actual colours you see will depend on your monitor. We cannot guarantee that your monitor’s display of any colour will accurately reflect the colour of thc product on delivery.

Names for colours can be subjective and cannot be used as accurate definitions for the colour of bag you may receive.  Where possible we aim to be as accurate as we can.  If in doubt, please contact us for swatches to be sent to you.

All sizes and measurcmcnts are approximate, however we do make every effort to ensure they are as accurate as possible.

.We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time when the relevant information was entered onto the system. We reserve the right to refuse orders where product information has been mis-published, including prices and promotions. Prices are subject to change without notice.

Goods are subject to availability & there is a delay between the time when the order is placed and the time when the order is accepted, the stock position relating to particular items may change. If an item you have ordered becomes out of stock before we accept the order, we shall notify you as soon as possible.

## Purchase of products

When you place an order on our website we shall email you an acknowledgement (this may go to your junk/spam folder). Our acceptance of an order does not take place until dispatch of the order. Once you have checked out and your order has been confirmed you will not be able to make any changes to your order so please make sure that everything is correct before clicking the confirm button.

By placing an order on our website, you enter into and agree to our terms and conditions. Please ensure all details are correct with your order before confirming.  Any queries, please contact us before placing your order.  Once the order is confirmed, you enter into a contract with Urbane90 and agree to all terms and conditions stated.  Any queries or amendments to these terms and conditions are solely at Harriet Sanders Ltd’s discretion.

We reserve the right to refuse an order. Non-acceptance of an order may, for example, result from one of the following:  
The product ordered being unavailable from stock  
Our inability to obtain authorisation of payment.  
The identification of an error within the product information, including price or promotion.

If there are any problems with your order we shall contact you. We reserve the right to reject any offer to purchase by you at any time. We will take all reasonable care, in so far as it is within our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer If a third party procures unauthorised access to any data you provide when accessing or ordering from the website.

**Values •** We are perfectionists, testing and crafting our products to the ultimate detail. We like simplicity and believe that a minimalistic and monochromatic design highlights the high-quality materials We want to go beyond fashion and create an authentic lifestyle experience. It's our way of building and influencing tomorrow.

**Components •**Due to its combination of flexibility and durability over time, we mostly use full grain leather, which is the highest quality and most valued part of the hide. Full grain leathers carry natural markings, that add character and age beautifully over time, just like people.