

Terms and Conditions

Detailed Description of Good and / or Services

Zarabella is a business in the fashion industry that markets luxurious statement jewellery and fashion accessories.



1. ORDERS:

1.1 Purchase of products

When you order a Product from our brochure you are offering to buy it at the price stated, subject to these terms. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Brochure are correct at the time when the relevant information were entered onto the system.

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

1.2 Order acceptance and cancellation

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. We reserve the right at any time after receipt of your order to accept, decline, or limit your order for any reason, whether or not payment has been made. If payment is made and your order is cancelled, or out of stock you will receive a refund.

Once an order has been placed, it cannot be cancelled unless the order is unavoidably delayed. In this case, we will do our best to cancel the order if requested.

2. PRICES:

Prices displayed on the Brochure are shown in Rand, including VAT. Prices are subject to change at any time. Deliveries will be charged in addition to the price of the order placed. Prices are subject to change due to the fluctuations in the precious metal and gemstone market.

3. CHANGES IN PRODUCTS AND PRICING

We are constantly updating and revising our offerings of products, and we may discontinue products at any time without notice. All pricing for our products is subject to change. For all of our prices and products, we reserve the right to make adjustments due to changing market conditions, product discontinuation, manufacturer price changes, errors in advertisements, and other extenuating circumstances.

4. DELIVERY:

An additional rate will be charged per parcel for courier depending on what the address is. If you live in a remote area increased costs may occur. Please note that we cannot deliver to a Postal Box and thus a physical address is necessary for shipping within South Africa. Please provide detailed and correct contact information, should an order be returned to us due to incorrect delivery information additional courier charges will be incurred.

Orders are only finalized once payment has been made in full. Once your order has been dispatched you will be emailed a tracking number and your parcel should arrive at your address within 3-5 working days.

5. PAYMENT:

Payment may be made via EFT/ direct deposit into the Zarabella bank account, the details of which will be provided once becoming a Zarabella Representative.

6. ADVERTISING DISCLAIMER AND TRADEMARKS

We attempt to be as accurate as possible with product descriptions and prices. However, we do not warrant that product descriptions or prices are accurate. In the event that a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information received from our suppliers and brands, we shall have the right to refuse or cancel any orders placed for products listed at the incorrect price. We shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and payment has been made. If your order is cancelled, we shall immediately attend to refund you. We apologize for any inconvenience this may cause you. If a customer is not completely satisfied with the purchase, the customer may return it in accordance with our Return Policy, as set forth below.

7. RETURN AND REFUNDS POLICY

We want all of our customers to be happy with purchases made at Zarabella.

However, if you receive any products that you are unhappy with, you may contact the Representative you purchased the products from. The Representative may "email" us within 1 weeks of receiving it and we will offer you a store credit of the item. The purchase price is the amount you paid for the product and does not include any delivery costs. Please note we will only respond to e-mails from our Representatives.

All products are returnable, excluding:

- Special Order
- Earrings (for hygiene reason) and
- All Products bought on sale

Products returned must be unused, unworn, and undamaged. We shall have no obligation to accept any return that we receive after the expiration of the applicable return period (1 weeks after receipt of your parcel). Please ensure when returning the parcel that the products are properly protected.

7.2 Exchange policy

If a customer wishes to exchange a product, the customer will be given a store credit that he/she will be able to use towards his/her next order. Please be aware that any purchases made with store credits are processed as a new order and standard postage/ courier costs and delivery times will apply.

You as the "customer" is responsible for postage costs of returning the item and NOT the Representative. We recommend using registered mail to return items, as we are not liable for any items lost in the post.

A 2-week period is granted for Representatives to notify Zarabella of any defects. Should this happen, we shall replace the item upon consumer's choice.

8. CANCELLATION FEE.

Unfortunately, we do not permit refunds but exchanges can be discussed on a case-to-case basis with proof of purchase included. Please do not hesitate to contact us should you have any problems with your order.

Please note: exchanges will only be carried out on any product properly returned by you in accordance with the terms of this return policy excluding the original delivery charges and excluding the costs of returning the item to us.

Should an item be returned in contravention of our return policy or returned without legal right to do so: we will not exchange the product and we may retain the returned product until payment has been made to fully cover re-return courier charges.

Variation

Zarabella may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Country of Domicile

Durban,

South Africa.

Customer Privacy Policy

Zarabella shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.dhs.gov.za/Content/PAIA/paia_manual.htm

Zarabella contact details

Email: info@zarabella.co.za