

General Sale Conditions

Introduction

Objective

These general sale terms and conditions solely regulate the commercial relationship with our clients who avail of our products and services on www.arteperlas.com and in general are applicable along with the commercial documents issued by our company.

Every order implies the acceptance of these General Sale Terms and Conditions, details of which are always accessible via a direct and permanent link on the website.

The General Sale Terms and Conditions can be modified or updated occasionally by Arte Perlas.

The Arte Perlas company undertakes to respect all of the texts provided by consumer law about online sales.

Prices and Taxes

The prices indicated are in Euros with taxes included (VAT included)

The VAT included is Spanish Vat (21%) in place at the time of ordering. The products will remain in possession of Arte Perlas until the payment has been completed.

Orders

Below we outline the procedure for purchasing our products

1: Place items in the basket: You can order on our website selecting the articles you desire and adding them to the basket by clicking on "Add to basket". You have access to the basket contents at all times in order to modify or eliminate products if you wish

1: Validating the order: After viewing your order you can validate it by clicking on "Validate Order". From this moment you agree to purchase the items.

2: Accepting the order.

The receipt that appears on screen is an automated receipt that confirms that we have received your order. However this does not imply that the order has been accepted and Arte Perlas reserves the right to refuse it. In the case of accepting the order you will receive an email confirmation that summarizes the items that will be delivered. The contract between you and Arte Perlas begins when you receive the confirmation email.

3: Availability of the items

Upon receipt and processing of your order you will be informed of the availability of the items. Only items available will be dispatched. In the case of an item being unavailable you will be notified as soon as possible. If you wish you can then change your order and choose another item if you wish.

4: Correction of an Error.

If you make a mistake upon validating your order we would ask you to get in contact with us as soon as possible. That said we recommend that you check your basket before validating your order. We hereby inform you that you can edit the information provided - for example, delivery address, billing address or credit card information - before you send your order. You also have the option to change or delete items in your basket at all times through the process.

Pago

Payment methods

We accept the following payment methods.

- Mastercard
- Visa
- Paypal
- Bank Transfer

These are the only payment methods accepted.

Secure Credit Card Payment

To guarantee your safety and prevent fraud, we require that you introduce your Credit Card security code (CVV) in the event of paying by credit card. You will find this 3 digit code on the reverse side of your credit card. In general it is found on the right side of your credit card number.

Payment Process

Once your payment request and details have been confirmed and payment received we will proceed to the dispatch of your items.

Delivery Terms

The orders are sent via registered post or by private courier. The registered post costs within Spain are included. If the client wishes to contract a delivery insurance, it will be charged for separately, for values above €200.

For registered deliveries within Europe, the delivery costs are included but not the cost of insurance. Insured post will be charged for separately and usually costs +-25€ depending on which country it is going to.

For all other destinations please contact us.

Art e Perlas is not responsible for the loss or non-delivery of a package if the information provided by the purchaser at time of ordering is erroneous.

The delivery times within Spain are 2-4 working days and outside of Spain up to 30 days.

Our delivery times are indicative and can vary according to country. The delivery time promise is undertaken upon receipt of payment.

Returns policy

Refund rights.

The client is entitled to a 14 day period starting from receipt of the products to return the products to Art e Perlas for a refund. The refund does not include the shipping costs. If this period finishes on a Saturday, Sunday or Bank Holiday it will be extended to the next working day.

Conditions for Refund

The client should inform Art e Perlas of his/her intention to return the product via email (arteperlas@gmail.com) before the 14 day time limit. The product will be accepted for refund only when the following conditions are met:

1. The return of products should be carried out within the time frame established in the first paragraph of this article. The date on the invoice is the start date which will be used.

2. The item should be returned in its original packaging and in perfect condition. Damaged items or items where packaging has been damaged will not be accepted for exchange or refund.

Art e Perlas reserves the right to determine if these conditions have been met.

The buyer must assume responsibility for the package in the return process. Returns should be sent to our headquarters at Partida La Canuta de Ifach 9C, apartado de correos nº 722, 03710 Calpe, Alicante, España. As proof of the return postage we recommend you keep the receipt issued by the courier company in order to track the package.

Upon receipt of the items we will proceed to exchange or refund them if they meet all the aforementioned conditions.

Refunds

Refunds will be made via bank transfer to your bank account or via Paypal in a maximum of 30 days.

Aftersale Service

Guarantee

Art e Perlas provides a 2 year quality guarantee with its pearls providing they do not come into contact with chemical products (hair sprays, perfumes etc) This guarantee also covers manufacturing defects. Therefore items damaged because of negligence, bad usage or accidents are not covered by this guarantee.

Any defective items under guarantee will be mended where possible. In the event of not being able to fix the item it will be replaced by one similar in style and price. The guarantee can only be applied when the Quality Certificate of the item and original receipt of payment are provided.

Photography (IMPORTANT)

The photographs on the website are binding and contractual. We wish to remind our clients that all of our cultivated pearls are natural, that each pearl is practically unique impossible to copy differentiating them from other pearls. Therefore we invite you to look closely at the photographs of each jewel since in them you can appreciate the small differences between the pearls. See the Pearl Classification section. And if you need more information you can contact us via email ([email link](#)) or by telephone 696127394 or 630158146.

Jurisdiction

The relationships established between Art e Perlas and the User are governed according to Spanish laws regarding the policy legislation applicable and jurisdiction. However, in cases where the policy anticipates the possibility of being subject to regional laws, Art e Perlas and the User, with express waiver of all other regional laws that could apply, will settle any and all controversies and/or disputes at the Courts and Tribunals of the city of Denia.

ART E PERLAS

Fiscal Address: La Canuta Ifach 9-c, 03710 Calpe.

IMPORTANT:

The General Sale Conditions have been translated from the Spanish version, which are legally the valid conditions.

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