

We are passionate about culture and unique style, which is why we made it our mission to discover brands that shines light on African and Caribbean fashion and crafts. Thank you for visiting FOLKSHELF, we look forward to fulfilling your needs.

## **TERMS & CONDITIONS**

This legal notice applies to the contents of the website under the domain name folkshelf.com (“Website”). It represents the Terms and Conditions for using this service. Please go through this agreement thoroughly as they represent the terms and conditions for using this service. If you do not agree to these, kindly discontinue the use of this website.

We reserve the right to update, change, and/or revise these terms and condition at any time. Please read this agreement carefully and it is your responsibility to review the conditions regularly before using this service. Some orders may be governed by specific product terms.

### ***General Information***

This website is operated by FOLKSHELF, with the domain registered under address: 13 Ardlair Terrace Dyce, Aberdeen AB21 7LA, United Kingdom. Subject to the following Terms and Conditions, you are authorized to view our website and make purchases for personal use only without the intent for resale.

FOLKSHELF may discontinue or make changes to the Website at any time. This includes (but not limited to): features, database, information content or cookies. Access to some features and services may be suspended or restricted without notice or liability.

FOLKSHELF assumes no liability for any viruses, incompatibility features, delays, transaction completions, and transaction processing or device disability features, without limitations that affect your connection, access or use of the website.

All devices or additional services required for access, connection or use of our website shall be obtained and maintained by you. In the event that the Terms & Conditions that govern any of our product or ancillary services (or offers) is in

conflict with the Terms & Conditions contained in this agreement, the terms and conditions in this agreement shall prevail.

Please note, if any aspect of this agreement is discovered to be unenforceable or invalid, then we shall apply reasonable discretion with regards to that provision. This agreement does not affect your statutory rights.

To use this website, you must be 18 years old or older. If you are under 18 years old, you must have the consent and supervision of a parent or guardian.

As part of the registration and ordering process, we would need your name, email address and contact details. The information you provide to Folkshelf.com must be true, accurate, current and complete. We would also ask you to create a password to keep your account secure. Remember that you have to keep your password secure and you are responsible for actions taken under your login. You must also have adequate funds and permission to use the credit or debit card for purchases.

## **PRIVACY POLICY**

FOLKSHELF is committed to safeguarding the information we collect from you to deliver our service. This includes information about your online shopping, credit or debit card and/or bank account details.

### Information we collect:

This Privacy Policy describes the information we collect and how we use this information. To place an order or use any of our informational services, you must provide your name, email address and telephone number. In order to make purchases and payments through our website, we also require other information such as delivery address, amount, type of transaction and purchase details.

We use secure servers to mitigate risk and help ensure that your information is not compromised. Because of the way internet communication standard work, we cannot always guaranty security.

### How we use the information

By using the FOLKSHELF website and providing your information, you expressly consent to us using your data in the manner set out in this privacy policy. To

- Process transactions and provide FOLKSHELF services.
- Provide you with customer support services and information.
- Resolve your complaints, responding to request for services and conduct customer surveys.
- Provide targeted marketing and advertising, service updates, transaction confirmations, deliver promotional offers.

Communication might be in by SMS, phone, social or email. If you do not wish to receive further communication from FOLKSHELF you may follow the instructions given with the communication or advertisement.

## **SHIPPING POLICY**

Orders are typically dispatched within 2-7 days, excluding weekends and public holidays. The average delivery timescale for orders is 7-10 working day.

You can amend your standard delivery order until 11pm on the order day (if the item has not yet been dispatched). If you wish to cancel or modify your order or delivery information after 11pm, please contact us.

**FREE SHIPPING** applies to all orders over £100 booked for delivery within the UK.

All other orders would be charged a delivery fee:

UK Standard – £4.00

UK Express - £8.00

Europe Standard - £8

USA & Canada Standard - £10

Rest of the World - £20

\*Parcels over 5kg to be advised

\* For Express Delivery, contact us to confirm fulfilment of the timescale.

Note that all orders and delivery are subject to availability and FOLKSHELF reserves the right to amend or terminate the availability of the service at any time, without notice. From time to time products may be acquired from our

brands and partners across the globe so the average delivery timescales are for guidance purposes only.

## **RETURN/EXCHANGE POLICY**

Most of our items sold can be returned; returns should be made 7days from the date of RECEIPT for an exchange (subject to availability) or a refund. For hygiene purposes, earrings may not be returned.

Please call +44(0)7456672380 or email [hello@folkshelf.com](mailto:hello@folkshelf.com) BEFORE sending the goods.

Folkshelf will not accept attempts to obtain a refund on goods which have been used or worn, washed or damaged after receipt, should this be the case, may terminate the contract with you. Your refund will be processed within 14 days of receipt of the returned goods.

### **Before you complete your order...**

We want to make sure you do not have to return your purchase, but more importantly we would hate to see you dissatisfied. Ensure you take a look at our size guides and measurements of items to make sure that you are ordering the right size. If you have any queries about the sizing, do not hesitate to contact us, we're always happy to help.

We would also like to remind you that although we endeavour to depict the true colour of the products in our images, there may be some variation in the way different colours are depicted on different computer monitors, which is totally out of our control.

Also, because some of our products are hand-dyed and hand-made, there may be slight variations in the print patterns and dimensions we have described, but nothing that would cause big variations in the original concept. Please bear this in mind when placing your order.

## **ORDER CANCELLATION**

If you haven't submitted an order, you may clear the items in your shopping cart at any time by clicking the 'Remove' button next to the product you don't want.

If you have placed an order but then wish to change or cancel it, please contact us via [hello@folkshelf.com](mailto:hello@folkshelf.com) / +44 (0)7456672380 within 24 hours from when you placed your order.

We will try our best to make any changes but we cannot guarantee that we will be able to do so as the order may already have been processed. In such cases, you may have to wait until you receive the order and then follow the normal Returns procedures (see Returns Policy).

Once we've heard from you that you wish to cancel an order, any sum debited to us from your credit or debit card will be re-credited to that credit or debit account within 14 days of your order, provided the goods you return are in the same condition that they were when despatched to you. You will be liable to any charges incurred when returning the goods to Folkshelf, unless the return is as a result of an error on our side.

## **CUSTOMER SERVICE**

Please contact us if you have any queries. We love improving our services, so don't hesitate to drop us an email.

## **CUSTOM ORDERS**

Contact us for any custom orders. We look forward to creating what will work for you.