

ALEXANDRA GROOVER

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**Delivery** We aim to deliver your chosen items to the place and person of your choice, in perfect condition and in the shortest possible time. UK and overseas orders are shipped by Fedex for a speedy delivery. Minimum delivery charges are ?4.50 per UK delivery address and ?20 for overseas orders. We insure each purchase during the time it is in transit until it is delivered to you. If you wish to track your parcel, please email us and we will either track your shipment for you or email you a tracking number which can be used on the Fedex website, which is [www.fedex.com](http://www.fedex.com). Most orders will be dispatched within 3 working days subject to credit clearance, address verification and availability of items. We will contact you if there is a delay or items are out of stock. This does not apply to special orders, which are each unique and determined by Alexandra Groover upon request according to the garment style and customer specifications. Please also note that any duty and taxes incurred in the country of destination are the responsibility of the customer.

**Shipping Rates** For information on our shipping rates, please contact Alexandra Groover via [www.alexandragroover.com](http://www.alexandragroover.com).

**Returns/ Exchange policy** Unsuitable items excluding special orders may be refunded or exchanged within 14 days of our despatch date. Before you return something you must notify us within 48 hours of receiving an item and obtain a Return Authorisation Reference number by emailing us at [alexandragroover@alexandragroover.com](mailto:alexandragroover@alexandragroover.com). Please include your original receipt in the returned parcel. You must write your Return Authorisation Reference number on the receipt. Any returned items that are not accompanied by an official reference number will not be accepted. If you prefer, you can contact us directly at [alexandragroover@alexandragroover.com](mailto:alexandragroover@alexandragroover.com) and we will return your email with a telephone call if requested. Alexandra Groover will only exchange an item for the same item in a different size, subject to availability, if a different garment is desired you must place this as a new order. Returns received after the 14 days time frame are accepted at the discretion of Alexandra Groover and can only be refunded with a 'store credit note' which can be used online only. Jewellery purchased online through our website will need to be shipped back to us for return or exchange within 3 working days of receiving the item. Please note that we are unable to accept returns or exchanges on earrings. Please send all returns to Alexandra Groover Website Department, Unit 6, 35a Leswin Road, London, N16 7NX. The product you return must be in new, unused, and unworn condition with all the original packaging and garment tags still attached. We do not accept any item with any

indication that it was used. In such cases, the item will be returned to the purchaser. If you wish to receive a refund we will re-credit the original purchaser's credit card for the sum paid less any taxes and duties and less the postal costs. It is advisable to send returned items by registered post/DHL/Fedex and keep your proof of postage certificate, as we cannot be responsible for goods lost or damaged in transit. Please note that postal costs for returned goods are the customer's responsibility and will be reimbursed by us only in the case of damaged, faulty or incorrectly supplied goods. Customers' statutory rights are unaffected. Returns Policy for Sale Items Same as above except that we request that all sale items are returned within 7 days of the date you received your Return authorisation number. Payment Payment can be made securely online by credit card using our Paypal retail system. All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment, we will not be liable for any delay or non-delivery of your order. We also reserve the right to cancel your order. For first time online customers, we may request that shipping be to the credit card billing address only. By submitting an order to us through our website you represent and warrant that the payment details provided on your order are valid and correct and that when your order is accepted and processed by us, payment will be made in full. If the billing details for your order are the same as your delivery address details, by placing an order on the website you confirm that you are the person referred to in the delivery address details. Otherwise, by placing an order, you confirm that you are the person referred to in the billing details. The Website Given the unpredictability of technology and the online environment, Alexandra Groover make no promise that our website will be uninterrupted or entirely error free, or free of viruses or bugs or compatible with any other software or material. Accessing the website is entirely at your own risk. We are not responsible to you if we are unable to provide our Internet services for any reason beyond our control. The content of our website is presented, "as is", and we do not guarantee its accuracy, whether explicit or implied. We reserve the right to amend errors, make changes to our website, withdraw any part of our site or to update product information at any time if we consider it necessary. Liability and Indemnity Except in relation to our contractual obligations to supply goods following acceptance of orders placed on our website, neither we nor any of our directors, employees, suppliers or other representatives will be liable in contract, tort, negligence or otherwise for any loss or damage whatsoever in any way connected with your use of the website. You agree fully to indemnify us, our directors, employees, suppliers or other representatives from and against all liabilities against all claims, liability, damages, losses, costs and expenses, including reasonable legal fees, arising out of any breach of the conditions by you or any other liabilities arising out of your use of this website. We may terminate your use of the website immediately if we consider that you have breached these terms and conditions. Jurisdiction This website is controlled and operated by Alexandra Groover in the UK. These terms and conditions and all matters connected with any order you place in our website are governed by English law. Copyright Statement This website is owned and operated by Alexandra Groover London, United Kingdom. All content including pictures, designs, logos, photographs, written and other materials on our website are copyrighted to Alexandra Groover and authors, designers, photographers etc. All worldwide rights are reserved. This site and its contents may only be used for personal non-commercial use. Any reproduction in whole or in part of our website is strictly prohibited without the prior written permission of Alexandra Groover. General We may change or modify these terms and conditions at any time, and your continued use of this site following such change shall signify your agreement to be bound by the modified terms of conditions. Please read the terms and conditions and check back often. If you do not agree to any change to the terms and conditions, then you must immediately stop using the website.