



Terms and Conditions

Updated 20 June 2014

The information on this page are our terms and conditions. By using this site you agree to all the terms, conditions, policies and procedures described in this page.

This page contains information on the following:

- How to contact us
- Display currency
- Your order & our communication with you
- Payment
- Cancellation
- Preparing & packing your order
- Delivering your order
- Order status
- Returns
- Payment by bank transfer
- Complaints procedure
- Your privacy
- Cookies
- Payment security
- Pricing policy
- Colour
- Promotions
- Copyright

This page is also available for you to keep: [download here](#).

HOW TO CONTACT US

If you have any questions at all, or would like further information regarding any of the products on Kalulu.com please contact us in any of the following ways.

We look forward to hearing from you however you want to contact us.

By telephone on 01344 873400 (+44 1344 873400)

Our office hours are:

- Monday to Friday, 9am to 5pm
- Saturday, 9am to 12noon
- Closed on Sundays and Public Holidays

Outside office hours, or if we can't answer your call for any reason, we use an answering service so please leave a message and details of how to contact you. Any messages left will be responded to as soon as the office



re-opens or as soon as a Customer Service person becomes available.

By email at contact.us@kalulu.com

All emails will be responded to within one working day and a reply sent by email. If you would like us to contact you directly please give us a telephone number where we can reach you.

By post to

Kalulu Limited
Broomfield House
Broomfield Park
ASCOT
Berkshire
SL5 0JT

DISPLAY CURRENCY

For your convenience the price of goods and services at Kalulu.com can be displayed in UK Sterling (£ UKS), Euros (€ EUR) or US Dollars (\$ USD). Prices in Euros and US Dollars reflect current exchange rates but are only indicative prices. All our prices and charges are set and made in UK Sterling (£ UKS) and the prices you are charged will depend on the currency of your card or bank account and the exchange rate used by your card issuer or bank at the time of the charge to your account.

All of our receipts and any discussion of prices we may have with you will be in UK Sterling (£ UKS).

Please make any international bank transfers to us in UK Sterling (£ UKS).

YOUR ORDER & OUR COMMUNICATION WITH YOU

When you place your order we will ask you for your contact information and the delivery address for your order. You must be sure that the information you provide is accurate. In particular, it is your responsibility to ensure you have given us the correct delivery address for your order.

We will send you an email acknowledging your order and repeating all the items in your order and all the contact and delivery details you have given us. Please check these details carefully. If you want to make any changes please contact our Customer Service team.

When we send your order we will send an email to tell you when and how your order was sent. We will also tell you of any reductions we may make to your payment, typically loyalty discount.



PAYMENT

We will ask for payment when you place your order but we will not complete payment until your order is sent to you. In the time between you placing your order and our finalising payment we may reduce your payment and we will tell you if this happens. We cannot and do not have any means to add to your payment.

At no time do we receive or keep any of your card details on our systems. Although it will appear you are putting your card details into our site when you place your order you are in fact giving them direct to our payment handler who tells us when your payment is successful.

CANCELLATION

You may cancel your order at any time, without having to give any reason, up to 30 days from the date we send out your order. You must tell us you are cancelling your order and you must return your whole order within 14 days of telling us you are cancelling. We will refund your order in full, including the cost of sending it to you, but you must pay the cost of returning the order to us. We will refund your order when we receive it or when we receive proof it has been sent. Your refund will be paid to the account used to place your order.

Any goods returned must be in the condition in which they were sent with all original manufacturers' packaging intact. Any goods returned that are not in their original condition may be subject to a lower refund or have their refund refused.

PREPARING & PACKING YOUR ORDER

Your order will be processed, packed and dispatched within two working days of the order being placed.

In order to avoid disappointment we strongly recommend that you order in good time to allow for the processing and delivery of your order.

We work hard to ensure that all products shown on our website are in stock, however sometimes this fails. If any items are out of stock when your order is processed the items will be removed from your order and the cost deducted from your payment. We will advise you of this when your order is dispatched.

If an item is out of stock or unavailable and we believe we have a suitable alternative our Customer Service team will contact you, either by telephone or email, to advise you and discuss the alternative. We will not send you an alternative or replacement item without discussing this with you first.

All of our items are packed to a high standard using appropriate packaging to ensure your order arrives in perfect condition.

DELIVERING YOUR ORDER

Our shipping charges are based on the combined packed weight of all the items in your order and are calculated during checkout. Prices vary depending on the destination and delivery service you choose.

We offer the following delivery services:

Service	Price Range	Delivery Time
First Class (UK)	£1.50 - £9.95	1-2 days
Second Class (UK)	£1.20 - £6.95	3-5 days
Special Delivery 1pm (UK)	£5.95 - £24.95	1pm M-F
Airmail & Courier (Europe)	£7.90 - £24.95	3-7 days
Airmail & Courier (outside Europe)	£8.45 - £79.95	3-10 days

Unless your order is sent by courier or by Special Delivery, delivery days include Saturday. Guaranteed next day delivery by 1pm, excluding delivery on Saturdays, is available by Royal Mail Special Delivery for orders received before 4pm.

Orders over £50 are despatched Free of Charge and are sent as Second Class. If you wish you have the option to pay to have your order sent by a faster service – please choose either First Class (UK) or Special Delivery 1pm (UK) as delivery methods during checkout. These services will be charged at their normal rates.

Please make sure that you choose a delivery method appropriate for your destination. Orders with the wrong delivery method will be subject to additional payment and delay.

What to do if your order is late arriving

Despite our best efforts, there can sometimes be unforeseen delays. Royal Mail services are very efficient but they are not guaranteed and can sometimes take longer at busy times.

- Check with your local Royal Mail delivery office to see if they've tried to deliver your order, and with your neighbours to see if one of them has accepted your order on your behalf. The Royal Mail website, www.royalmail.com, has information on where to find your local delivery office.



- Check your order confirmation email shows your full, correct delivery address. If your delivery address is incorrect please contact our Customer Service team as quickly as possible.

If, after 3 days after the estimated delivery day your order has still not arrived, please contact our Customer Services team.

Problems with your delivery

If your order has arrived damaged or you have received incorrect or faulty goods please contact our Customer Service team within 48 hours of delivery. We will correct any deficiency in your order immediately and at our cost.

ORDER STATUS

For information on the status of your order please contact our Customer Service team.

RETURNS

We are happy to accept any goods returned for whatever reason within 30 days of being sent to you provided that the goods being returned are unused and in a perfect, resalable condition with all original packaging intact. We will refund the full cost of the items being returned but not the cost of delivering them to you. You will be responsible for the packaging and cost of returning the goods to us.

Make sure you include the original or a copy of the delivery note(s) that came with the goods being returned. If you do not we may not be able to identify the goods as yours and make sure you get the refund you expect. Keep proof of postage or dispatch for the delivery service you are using to return your goods until we tell you your refund is complete.

We are unable, under any circumstances, to give refunds to anyone other than the original purchaser.

Please send all returns to:

Kalulu Limited
Broomfield House
Broomfield Park
ASCOT
Berkshire
SL5 0JT

PAYMENT BY BANK TRANSFER

Orders to be paid for by bank transfer will be held for a maximum of thirty



days before being cancelled by us.

Details of where to make your transfer will be in the confirmation email sent when you placed your order but if you would like to know them again please contact our Customer Service team.

COMPLAINTS PROCEDURE

We endeavour to delight every customer with the range of products we offer and the service we provide. If, at any point you feel we are not living up to your expectations please contact our Customer Service team.

YOUR PRIVACY

We appreciate how important it is to keep all customer information secure and we do not exchange, give or sell any customer information to any other companies.

However, we do work with several other responsible companies to complete your order on your behalf. Examples of these companies include logistics and delivery companies and companies processing credit card transactions. Even though these trusted companies have access to your information, they may not use it, other than to complete the order you place at Kalulu.com. In addition they can only process your data in accordance with this Privacy Policy and as permitted by the UK's Data Protection Act.

What information do we have?

The information we have from you is what you have provided to us – namely your email address, postal address, telephone number and credit card details. We may also have other contact numbers if you have chosen to provide them. If you have asked for your order to be sent to someone else, i.e. friends or relatives, we will have their names and addresses as well.

How do we use it?

The information we are given by you is used to process your order, obtain payment, deliver your purchases and to communicate with you about your order.

From time to time we may also contact you regarding offers, product information &/or notices of additional services offered by Kalulu.com and on each occasion you will be given the option to 'opt-out' of future mailings. At any other time you can tell us you do not want these communications by contacting our Customer Service team.

We also maintain a record of customer orders, showing the history of what was purchased, by whom and when, as well as all the views and comments collected through feedback and research. All this information is used to



create offers and improve our product range and services offered on Kalulu.com based on the choices of and direct input from our customers.

Your consent

By using our website you agree to us using the personal information you give to Kalulu and our trusted partners, as outlined in this Privacy Policy. If you are worried or have any concerns about how we protect or use your personal information please contact our Customer Service team and we'll be glad to talk through any issues with you.

COOKIES

Our website uses cookies to provide you with the best online shopping experience we can. Without cookies our website would not work. By using our website you are agreeing to our use of cookies to make your visit to our website as enjoyable as possible.

More on cookies

Cookies are used by almost all websites. A cookie is a small text file downloaded to a web browser when a user connects to a website. Cookies are then read by their originating website on subsequent visits. Cookies are useful because they allow a website to recognise a user's web browser and do things like reopen shopping baskets, restore preferences and log in automatically.

Third party cookies

Some outside services used by a website set their own cookies. We use Google Analytics to see how our visitors use our site, how they connect and how they find us and we use AddThis to make it easy for visitors to share our site with their friends. We also use YouTube to show videos of how to use some of the materials and tools we sell. You can check these services' policies for more information.

Service	Cookie Names	More information
Google Analytics	__utma __utmb __utmc __utmz	Google Privacy Policy
AddThis	__atuvc xtc uid uvc psc	AddThis Privacy Policy
YouTube	VISITOR_INFO1_LIVE	Google Privacy Policy

Both Google Analytics and AddThis have options to opt out if you so wish.

Managing cookies

You can use your web browser's preference settings to control which cookies are allowed. Exact details vary from browser to browser but in general you should look for privacy settings and adjust as necessary. Blocking third party cookies will reduce the effectiveness of behavioural advertising while blocking all cookies is not advisable as that will stop most websites from working.

If you are concerned about web browsing history that may already have been recorded by advertising or other tracking sites, use your browser to delete all cookies it holds on your device. You will restart with a clean tracking record. You should be aware that clearing cookies may lock you out of important websites if you have no record of logins for those sites and clearing cookies may affect other users of your browser.

PAYMENT SECURITY

Kalulu.com has been designed to provide secure shopping and we guarantee every online purchase you make from our website is a completely secure transaction.

We do not keep and never receive any payment data from you. All payments are taken on our behalf by a payment processor who simply tell us whether your payment has been successful. All communication with our payment processors uses encrypted connections and is directly between you and them. All our payment processors follow payment card industry security guidelines and are PCI/DSS compliant at the highest level, Level 1, required by banks and card issuers.

We will not ask for and you should never send payment card information by



email.

PRICING POLICY

Our pricing policy is always to have fair, attractive prices, reflecting our friendly customer service, choice of products available and fast and reliable delivery service.

From time to time we will promote items at special prices. These will be genuine reductions and any savings shown will relate to the original price of the item as shown.

We will always do our best to ensure prices on our site are accurate but errors can occur and if we discover that the price of a product is incorrect we will inform you as soon as possible of the error and we will not be liable to supply you the product at the incorrect price. We will advise you of the correct price and you will have the option of continuing your purchase at the correct price or cancelling your order.

COLOUR

We make every effort to ensure that each item photographed on our site is as representative of its true colour as possible. To help you, we have also tried to include comments about colours in our item descriptions. However, what you see on your screen (or printer) may not be as true to the original colour as we would like: the colour capabilities of your screen &/or printer, ambient light and colour adjustments on your screen, viewing angle of screens and paper quality of printers will all affect image quality. If you would like any additional information regarding any of our products please contact our Customer Service team.

PROMOTIONS

From time to time we will run promotions both on this site and in other media. It is possible that there may be several promotions running at the same time. When this happens it will only be possible to take advantage of one promotion at a time when placing an order. Any orders that are received using more than one promotion will have only one of the promotions redeemed. If you would like any additional information regarding this policy please contact our Customer Service team.

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