

Terms and Conditions

1 / Retailer Identification

Company OKIWOKI EURL

Limited liability Company with a capital of €1000 with head office at 21 Avenue Paul Cézanne 42600 Montbrison, FRANCE registered with the RCS at Saint-Etienne, France under number 524 034 774.

Customer Service in English :

Email : oki@okiwoki.com

2 / Application of the Terms and Conditions

The acceptance of the terms and conditions of sale there implies the enforcement of these conditions. They apply to all orders placed by the customer on the site okiwoki.com. They involve a contract between okiwoki.com and the customer.

These general conditions of sale may be subject to amendment, the version that applies to the customer order is the version that is on the site on the date that the customer places their order. Changes to these terms of sale are binding for OKIWOKI.COM customers purchasing after they are posted on line and cannot be applied retrospectively to transactions previous to this date.

All site users must respect the general conditions of sale.

3 / Validity of Our Offers

Okiwoki's service is available to customers all around the world. However, it is important for the customer to know whether the products offered by Okiwoki comply with the standards, laws and usage of the country in which he wishes to be delivered. For customers belonging to the member countries of the European Union, no customs charges will be charged upon receipt of the order. For customers from countries outside the European Union, Customs charges may be charged by the customs services upon receipt of the package according to the customs policies of the country concerned. These customs charges have to be paid by the customer.

4 / Presentation of Products

The items available are described and presented with as much precision as possible. The customer is to read the description of each product in order to know the specific details and properties. The customer needs to inform themselves before placing their order. The choice and purchase of a product is the sole responsibility of the customer.

However, should an error or omission occur within the information, OKIWOKI cannot be held responsible. All customers are encouraged to inform OKIWOKI.COM of any error that can be found in a product description.

5 / Creation of an account

To place an order, the customer must first of all create a customer account. The following details must be completed: email address, title, surname, first name, delivery address, telephone number. The customer is then asked to create a password. This information will not be passed on to third parties.

The customer must provide complete and exact information. Any impersonation, identity theft or false information could lead to the closure of a customer account and may result in prosecution.

The customer has the means to purchase the products offered on the site OKIWOKI.COM.

6 / Price of products

All prices are listed in Pounds Sterling (£GBP) inclusive of VAT, excluding delivery cost. We reserve the right to change prices if there is a change in the VAT rate. These changes may be passed on in the price of the items without previously informing the customer. OKIWOKI.COM reserves the right to change its prices at any time but products are invoiced at the price applicable when the order is registered.

7 / Order and payment security

7.1: Order

Those residing in the Channel Islands, or with a BFPO address or PO Box are not able to order on OKIWOKI.COM

The customer validates their order as follows. The validation entails the acceptance of the present terms and conditions of sale on OKIWOKI.COM. The customer interested in an article visible on the site OKIWOKI.COM follows the below process in placing their order.

- Choose the size and colour
- In the basket, verify the order details (colour, quantity, size, price, etc...) with the possibility to modify, to add and delete articles.
- During the first order, complete the customer account registration form with a password.
- Select the payment method, the type of delivery, the delivery address.
- Once validated, validation is definitive and irreversible as follows. All orders validated lead to a payment obligation.
- An email of confirmation of your order is sent as final sale proof after the receipt of the full amount (which is not a deposit payment).
- The transfer of ownership of the products sold by OKIWOKI.COM in favor of the Customer, will occur only after full and proper payment by the latter, and this whatever the delivery date of the products..
- It is the Customer's responsibility to verify the accuracy of the order and to report any errors immediately.

7.2 : Payment

Payment by credit or debit card

The Customer shall provide the number of his / her bank card associated with the expiry date and the security code. Finally, he validates his order by clicking on the "Confirm" button. In order to secure the payment, in some cases confirmation of the payment is made only after entering a 3D-Secure code provided by the bank.

Paypal

To any holder of a PayPal account, the payment is done online, by this account, simply stating the email address and PayPal password. Thus, the Client's financial information is never communicated to OKIWOKI.COM. PayPal encrypts and protects the card number once and for all.

- Payment by Bank transfer

Select "Bank Transfer" in step 4 and confirm the order. An email will be sent with the bank informations of OKIWOKI and a reminder of the order amount, with a unique transaction number to be specified to the bank when the transfer is made. The order will be prepared once the bank transfer is received by OKIWOKI (it takes about 2-5 working days, depending on the inter-bank deadlines).

7.3 : Default of Payment

OKIWOKI.COM reserves the right to refuse to make a delivery or to honor an order emanating from the Customer who has not totally or partially settled a previous order or with which a payment dispute is in the course of administration or if Presents a risk of fraud.

Any rejection of credit card, any rejection of payment, any abusive dispute with Paypal may give rise to a recovery procedure by the company OKIWOKI.COM. For all recoveries of arrears, OKIWOKI.COM will apply penalties and, in addition, collection costs may be payable.

7.4 : Security of payments

In order to ensure security of payments, the OKIWOKI.COM website uses a secure payment service. This service integrates the SSL security standard. The confidential data (the 16-digit bank card number, the expiry date and the security code) are directly transmitted encrypted on the server of the bank without passing on the physical media of the OKIWOKI.COM servers. When the order is validated, the payment request is routed in real time to the secure payment manager. The latter sends an authorization request to the bank card network. The telepayment manager issues an electronic certificate which will be proof of the amount and date of the transaction.

8 / Identification

The Customer already registered is recognized on the site as a customer of OKIWOKI.COM. The password of the client of OKIWOKI.COM is strictly confidential and personal. Under no circumstances should it be disclosed or communicated to anyone.

In case of lost or forgotten password, the client can regenerate a new password at any time by clicking on the "Forgot

password?" button. The client can then change his password directly from the "My Account" section of the OKIWOKI.COM website.

9 / Delivery operated by OKIWOKI.COM

The Channel Islands and BFPO or PO Box addresses are not delivered.

The delivery times indicated are based on the date of order and are presented in working days (Saturday, Sunday and public holidays are not taken into account in the calculation of delivery time). In case of force majeure, OKIWOKI.COM can not be responsible for the delayed delivery.

9.1 United Kingdom

Delivery by Airmail

Delay: 3-6 days.

Delivery by DHL Express:

Delay: 1- 3 Days

9.2 FRANCE

Delivery by Airmail

Delay: 2-3 days.

Delivery by DHL Express:

Delay: 24 - 48 H

9.3 E.U Countries and Switzerland

Delivery by Airmail

Delay: 4-6 days.

Delivery by DHL Express:

Delay: 1 - 3 Days

9.4 USA

Delivery by Airmail

Delay: 4-10 days depending on countries.

Delivery by DHL Express:

Delay: 1 - 3 Days for USA

9.5 All other Countries

Delivery by Airmail

Delay: 4-10 days depending on countries.

10 / Moneyback guarantee

All items purchased on the OKIWOKI.COM website may be a return to "Money back guarantee" if the client will not maintain a product for legitimate reasons: the product does not please has not the right size, not the expected color, etc The OKIWOKI products can be exchanged or refunded the amount set.

To be accepted, returns must meet the following specifications:

- The product (s) must never have been worn outdoors. The product (s) (s) is (are) to be in new condition,
 - The returned product (s) must correspond to the product (s) delivered,
 - The product (s) is returned in a package properly closed,
 - The product (s) is (are) returned within 30 days of receipt of the order,
 - Empty packaging will be refused for any exchange or refund,
- Follow the procedure below.

Any customer can exercise a right of withdrawal according to the European directive 2011/83 / EU for all articles purchased on the site OKIWOKI.COM. It must do so within 14 days from the receipt of the order by the client himself or a third party he has mandated. It must imperatively have sent by mail or by mail, within this period, possibly via the following completed form:

For the attention of
OKIWOKI
21 Avenue Paul Cézanne
42600 MONTBRISON
FRANCE
or by email at oki@okiwoki.com

I hereby notify you of my withdrawal from the contract for the sale of the following property:

Product Number:
Order number :
Consumer Name:
Consumer Address:
Dated :

Signature :

The customer will then be refunded upon return of all products in the order in new condition, in their original packaging, including delivery costs (excluding additional costs arising from the fact that the customer has chosen, if necessary, a type of delivery other than the least expensive type of standard delivery offered by OKIWOKI.COM). The costs of return will be borne by the customer. This return will be made without undue delay and in any event no later than 14 days from the receipt of the withdrawal form.

11 / Despatch and delivery problems

11.1: Returned as "UNDELIVERABLE" :

Consignments returned by the transporter with the following remark: Undeliverable. Once we have received and accepted your consignment, OKIWOKI.COM will contact the customer in order to send the order if the product is still available or to offer a refund if the customer prefers.

OKIWOKI.COM reserves the right to offer a refund for the order and not to re-ship it in the event several Undeliverables have been identified.

11.2 : Returns due to "NOT CLAIMED" :

Consignments which have not been claimed by the customer with Hermes within the time limits. Once we have received and accepted your consignment, OKIWOKI.COM will contact the customer in order to re-ship the order if the product is still available or to offer a refund if the customer prefers. OKIWOKI.COM reserves the right to offer a refund of the order and not re-ship it if several "NOT CLAIMED" have been identified.

12 / Responsibility

For all the stages of access to the site, consultation, filling of forms, ordering, delivery of items or any other service, the company OKIWOKI.COM has only one obligation Of means. Consequently, OKIWOKI.COM can not be held liable for any inconvenience or damage inherent in the use of the Internet and totally external to the diligences and precautions taken by OKIWOKI.COM. In particular, any disturbance in the provision of the service, or any external intrusion or presence of computer virus, can not engage the responsibility of OKIWOKI.COM. Likewise, any act qualified as force majeure within the meaning of the jurisprudence of the Court of Cassation exempts OKIWOKI.COM completely from any liability. Customers benefit from the guarantees granted by the brands present on the site.

13 / Intellectual Property

All elements on the OKIWOKI.COM site remain the exclusive property of OKIWOKI.

14 / Protection of Personal Data

14.1: Collection of personal data

When creating the Customer's account and when ordering the Customer on the OKIWOKI.COM site, OKIWOKI

collects personal data. All the data collected is adequately, relevant and limited to what is necessary for treatment purposes

14.2: Purpose of Data Collection

Personal data shall be collected only for specified, explicit and legitimate purposes to fulfill one or more of the following purposes:

- manage the orders on the Site,
- developing trade statistics, conducting market and behavioral studies,
- constitute and manage prospect files, including technical operations such as standardization, enrichment and duplication,
- carry out operations relating to the management of customers,
- select a clientele to carry out prospecting and promotional activities,
- address requests and promotional messages from OKIWOKI.COM. The Customer may unsubscribe at any time from these offers by clicking on the link provided at the bottom of the relevant e-mails.
- comply with our legal and regulatory obligations.
- fight against fraud

14.3: Cookies

OKIWOKI.COM measures the number of page views, the number of visits and visitor activity on the site and how often they return using cookie technology. A cookie does not identify the Customer. It records information relating to the navigation of the Customer's computer on the OKIWOKI.COM site (the pages consulted, the date and time of the consultation, etc.) and to be able to read them during subsequent visits.

14.4: Right of access and rectification

When the Customer communicates personal data, it gives express consent for the collection and use of personal data.

In accordance with the law UE 2016/679, the Customer has the right to access, rectify, limit, move, interrogate and, if necessary, object to the data concerning him which can be exercised by:

Email: oki@okiwoki.com

Postal mail to Okiwoki, 21 Avenue Paul Cézanne - 42600 MONTBRISON - France

For legitimate reasons, the Customer may oppose the processing of data concerning him or limit their use.

14.5: Reciprocity

The Customer undertakes, in his turn, to respect, during any data collection or communication of data from OKIWOKI not to disclose them and to keep them only for his personal use. OKIWOKI reserves the right to refuse to communicate the data to it, such as asking the Customer to delete them.

15 / Gift cards and money-off vouchers

Gift cards or coupons are in the form of discount coupons with a unique code. Gift cards and vouchers are non-refundable and can not be subject to monetary consideration. On the other hand, products purchased with gift cards or vouchers can be exchanged and be credited if they are not suitable. The gift card or voucher will be re-credited and must be used during their period of validity.

They are not combinable with other promotions or other coupons.