

LITTLE BAG BOUTIQUE

Site security and payment

Your security is our highest priority so your personal information is encrypted so you can shop in full confidence. You can order online and pay through the website via Pay Pal This method assures you of complete security and confidentiality. Using this method we have no access to your card details, we simply receive notification from PayPal that the amount has been debited.

Complaints

We will treat any complaint seriously and in full confidence. If you have any complaints about our service or this site please contact us.

Returns and Replacements

Should you not be completely happy with your purchase, goods may be returned within 7 days for refund of the cost. This does not include the cost of post and packaging. Goods must be returned in their ORIGINAL CONDITION with their original tags and labels intact and be received by us in a saleable condition.

They must be packaged suitably for return; items received back damaged because of poor packaging will not be refunded. We reserve the right to withhold some or all of the refund in this case.

Goods should be returned using Royal Mail recorded delivery sign for mail, as we cannot be responsible for lost mail.

If an item is returned because of a fault we will send a replacement free of charge, or fully refund the cost, and postage

All items despatched from Little Bag Boutique are inspected before despatch, we will not refund goods that have been tampered with, had tags removed ,or have been used (including smoke damaged)

Returns should be sent to

LittleBag Boutique

12 Lochside Road

Bridge of Don

AB23 8AE

Refunds

Refunds will be processed within 30 days of receipt of returns. In keeping with our fraud prevention of fraud measures, refunds will only be issued in the same form as the payment, Hence refunds will only be made to the same card used to make the purchase.

Stock.

Should the item you order be out of stock you will be contacted with an estimated delivery date. If you are not happy with the date you have the option to cancel the order.

Processing your Orders and Payment

All orders placed through our website are subject to acceptance of the order, further checks may be required to prevent credit card fraud.

Whilst every effort is made to keep our website up to date and error free, mistakes can happen. Should it be discovered that an error has occurred after you have submitted your order to us, we will contact you prior to accepting your order informing you of the error at which time you may cancel, or confirm that you want to proceed.

We will take all reasonable steps to ensure that all details descriptions and prices of products are correct at the time when the original information was entered on to the system. Although we aim to keep the website as up to date as possible, the information including Product Descriptions appearing on the website at a particular time may not always reflect the position exactly at the moment you place an order. We cannot confirm the price of a product until your order is accepted in writing.

We will make every effort to ensure that our customers are satisfied, however our decision is final. Your statutory rights are not affected by these terms and conditions.

Risk

Risk of damage or loss of the goods will pass to the buyer upon delivery at the agreed address

Liability

Little Bag Boutique will not be responsible for short delivery or defective goods unless we are notified in writing within 7 days of delivery. In such case the notification must include the invoice number, delivery note details and full details of the claim.

While we will use reasonable endeavours to verify the accuracy of any information we place on the website, we make no warranties, whether express or implied in relation to its accuracy. The website is provided on an "as is" and "as available" basis without any representation or endorsement made and we make no warranties of any kind, whether express or implied in relation to the website or any transactions that may be conducted on or through the website, including but not limited to, implied warranties of non-infringement, compatibility, security, accuracy, conditions of completeness, or any implied warranty arising from the course of dealing or usage or trade.

Entire agreement

These conditions govern our relationship with you. Any changes to these conditions must be in writing and signed by both parties. In this way we can avoid any problems surrounding what we and you are expected to do. You confirm that in agreeing to accept the conditions, you have not relied on any representation save insofar as the same has been expressly been made a term of these conditions and you agree that you will have no remedy in respect of any representation.

Your statutory rights are not affected by these terms and conditions.