

Terms and Conditions

1. PLACING AN ORDER

- Find the product(s) you want on the BirBee website
- Select the size you require and press 'Add to Basket'
- Once you've added all of the items you require to your basket, select checkout option
- You will be asked to input your shipping & billing details
- Review your order to ensure all items & details are correct
- Press 'Place Order'
- You will then receive an order confirmation via email to the email address provided at the time of ordering

In the unlikely circumstance we'd be unable to fulfill your order for whatever reason, an email will be sent to the address supplied by yourself when you placed the order explaining the issue that may have arose.

Remember to check your basket and delivery information to ensure your order is correct before pressing the 'Place Your Order' button, as we may not be able to amend your order once it has been submitted.

1.1 BIRBEE RESERVES THE RIGHT TO REJECT OR CANCEL YOUR ORDER FULFILLMENT OF ALL ORDERS ON THE BIRBEE WEBSITE. WE EXPLICITLY RESERVE THE RIGHT NOT TO ACCEPT YOUR ORDER FOR ANY OF THE FOLLOWING REASONS:

- The product is not available / in stock
- Your billing information is not correct or not verifiable
- Your order has been suspected of fraudulent activity
- We could not deliver to the address provided by yourself
- Force Majeure
- In the event of misspelling, pricing or other errors or mistakes in the website information

1.2 DATA CHECK

We may run some checks on your details before we ship your order. These checks may include verifying your address and payment details linked to your order. Any orders found to be made under fraudulent pretenses will be followed up with an investigation.

1.3 USER CONTENT

When you transmit, upload, post, e-mail, share, distribute, reproduce or otherwise make available suggestions, ideas, inquiries, feedback, data, text, software, music, sound, photographs, graphics, images, videos, messages or other materials ("User Content") on the Site, you are entirely responsible for such User Content. You hereby grant to us a perpetual, worldwide, irrevocable,

unrestricted, non-exclusive, royalty-free license to use, copy, license, sublicense, adapt, distribute, display, publicly perform, reproduce, transmit, modify, edit, and otherwise exploit such User Content throughout the world, in all media now known or hereafter developed, for any purpose whatsoever, including without limitation, developing, manufacturing, distributing and marketing products.

You represent and warrant that you own or otherwise control the rights to your User Content. You agree not to engage in or assist or encourage others to engage in transmitting, uploading, posting, e-mailing, sharing, distributing, reproducing, or otherwise making available User Content that (a) is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, pornographic, libelous, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable; (b) you do not have a right to make available under any law or under contractual or fiduciary relationships; (c) is known by you to be false, fraudulent, inaccurate or misleading; (d) you were compensated for or granted any consideration by any third party; or (e) infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party.

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You acknowledge that we have the right (but not the obligation) in our sole discretion to refuse to post or remove any User Content and we reserve the right to change, condense, or delete any User Content. Without limiting the generality of the foregoing or any other provision of these Terms and Conditions, we have the right to remove any User Content that violates these Terms and Conditions or is otherwise objectionable and we reserve the right to refuse service and/or terminate accounts without prior notice for any users who violate these Terms and Conditions or infringe the rights of others.

1.4 Deletion of User Content

If you wish to delete your user content on our website or in connection with our mobile applications, please contact us by email at support@BirBee.eu and include the following information in your deletion request: first name, user name/screen name (if applicable), email address associated with our website and/or mobile applications, your reason for deleting the posting, and date(s) of posting(s) you wish to delete (if you have it). We may not be able to process your deletion request if you are unable to provide such information to us. Please allow up to 10 business days to process your deletion request.

2. PRICES/CURRENCY

The product prices displayed on the website are inclusive of Value-Added Tax (VAT). Shipping rates are applied per order. The exact shipping rates depend on the country where your order is being delivered.

2.1 PRICES MAY VARY ACROSS STORES.

Conversion rates may apply.

2.2 PRICE CHANGES

BirBee reserves the right to change the price of a product at any time without any forewarning. Any orders placed prior to this change cannot be amended to the revised price.

3. SHIPPING & DELIVERY

All orders made on the BirBee website are dispatched from EU. We aim to get all orders out on the next day; however, due to volumes this is not always possible. Tracking numbers, if applicable, are included in dispatch confirmation emails.

Preorders made on BirBee website will be dispatched between 30-90 days after payment

BirBee cannot be held accountable for parcels delayed to reasons beyond our control, including but not limited to the following:

Customs, service strikes, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, weather, natural disasters, fire, epidemics or failure of public or private telecommunications networks.

Once you've received your shipping confirmation, your tracking details can take up to 24 hours to update. If your tracking details have not updated after 24 hours from the moment it was dispatched, please contact us at support@BirBee.eu

CUSTOMS

Countries outside of the European Union may be subject to additional duties to be paid.

As the recipient, you are liable for all import duties, customs and local sales taxes levied by the country you reside in; payment of these is necessary to release your order from customs on arrival.

The final value of your order does not include any additional duties required. The carrier, prior to delivery, will inform you of the additional duties.

If you refuse to pay the duties to release your order, the order will subsequently be returned back to the BirBee warehouse and refunded. A shipping & handling fee may be deducted from your refund.

By law, BirBee is required to state the correct amount paid for any outgoing international package. Any requests to change this information will be denied.

4. PROMOTIONS / OFFERS

4.1 GIFT CARDS

Once a gift card has been issued, the card becomes that customers' property.

Gift Cards cannot be used in the purchase of another Gift Card.

BirBee reserves the right to refuse or cancel a gift card without any further discussion.

Gift cards have a validity of 12 months, and don't need to be spent all at once.

Gift cards are only valid on the site in which they have been purchased from. I.e. www.BirBee.eu gift card purchases can only be utilised on the .eu store.

If a gift card is used as payment, refunds will be refunded back onto the original gift card.

4.2 DISCOUNT CODES

Only one discount code can be used per order.

BirBee reserves the right to refuse or cancel the use of a discount code without any further discussion.

Usage of discount codes are subject to stock availability.

To qualify for free shipping, you need to order from your dedicated store.

4.3 Promotional Offers

Promotions may vary across stores

5. INTELLECTUAL PROPERTY RIGHTS

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