

Terms and Conditions - v5

The Lakshmi Lifestyle

07-03-2019

General conditions & Privacy Statement

The Lakshmi Lifestyle you can also choose for the option to transfer the money to our account personally. It can take a few days to complete the transfer. After we receive the money we will ship your order. The account number is NL 91 ABNA 0453 8984 91. The BIC/Swift code is ABNANL2A. We kindly ask you to mention your name and order number with the transfer.

PayPal

PayPal is a global online payment service, which offers both the customer and the webshop excellent service and safety for online payments. If you do not possess a PayPal account, you can also choose to create one, but it is not necessary for a credit card payment. PayPal is international, works with e-mail address and password, is fast and easy to remember and super easy and quick to use.

Shipment

After we receive your order, the delivery will usually take up to 3 - 5 working days. If your order is in stock, the delivery can take 48 hours to arrive at your address. In order to deliver your package at home, we will transfer the package to Post NL with your name on it. Shipping a of normal package costs €4.95.

Discrete

Your order will, of course, be sent in a discrete and neutral package. Our name is not mentioned as the sender on the packaging. The shipping house Scala is mentioned as the sender.

Not at home?

If you are not at home when the delivery takes place, the deliverer of Post NL will leave a message containing a 'not-at-home-code'. With this code you can make an appointment for a second delivery attempt. You must log in first to do so. You can choose for a second delivery on a different day. If you do not make an appointment for a second delivery, the delivery will automatically take place the next day.

Abroad

We also do international shipments.

The shipping costs for the shipment of a normal package within Europe are €7.50.

Shipping costs outside Europe differ per country.

Would you like to send your package to a different country? Please send us an email (info@thelakshmilifestyle.com), usually we can arrange the delivery for you.

Returns

All returns must be authorized in advance. To obtain authorization, contact customer service at info@thelakshmilifestyle.com. Products returned without authorization will be shipped back at the customer's expense and will not be credited.

Are you not satisfied with the size, color or any other aspect of the ordered article? Then you can return the article within 14 days. We assume that the article has not been used, worn or damaged and is provided with the original label. All items returned to us must arrive in original condition, in their original packaging, with no pricing stickers, holes, or other alterations, or the return will be rejected.

If these conditions are met, we will refund the purchase amount to your account within 30 days.

The shipping costs of the return are for your own account.

Register in advance

Do you want to exchange or return a product? We kindly request you to report that to us by sending an email to info@thelakshmilifestyle.com. We will directly note your account number and you need to wait for our confirmation, and to make sure that you will receive your money back as soon as possible.

Purchase agreement

After submitting your order to us online, a purchase agreement has taken place. We reserve the right to not carry out an order without a statement of reason and thus, to cancel it.

Personal details

The Lakshmi Lifestyle is responsible for processing your details. The details that you provide to us, are stored in a file and used for intern and automated processing in the context of responsible customer management, processing of orders and of our business management. We do not provide details to third parties. Of course you will always remain in the right to access and improve your details.

Mailing

You have the option to subscribe to our newsletter. If you do not longer wish to receive the newsletter, you can easily let us know through email.

General

By placing your order, you accept our general terms & conditions. The Lakshmi Lifestyle has the right to change general conditions (containing delivery and/or payment conditions). Besides, if banks adjust the calculation of the costs of the payment transactions, we retain the right to use these calculations. (Of course we will inform you well in time).

Compay details:

Fuerza del Alma
Amsterdam
Kvk 34342492

Do you have questions or remarks?

If you have any further questions or remarks you can contact us at: info@thelakshmilifestyle.com or through our contact form.

Privacy statement

We are aware of your trust in us. We see it as our responsibility to protect your privacy. On this page we will let you know which details we collect when you use our website, why we collect these details and how we can improve our user experience with this data. This provides you with an overview of how we work.

This privacy policy applies to the services of The Lakshmi Lifestyle. You must be aware that The Lakshmi Lifestyle is not responsible for the privacy policy of other companies, websites and sources. By using this website you declare to accept the privacy policy.

The Lakshmi Lifestyle respects the privacy of all the users of the website and ensures that personal information that you provide to us will be treated with love and very confidentially.

Our use of collected details

Your details

When you buy a product from us, we ask you to provide us with you personal details. This information will be used to process your order. The details will be saved on the secured servers of The Lakshmi Lifestyle, our webshop host or the respective collaborating host party.

Communication

When you send us an email or other messages, it is possible that we will save these messages. Sometimes we will ask for personal details that are relevant to a particular situation. This makes it possible to process your questions and answer your request. The details will be saved on secured servers of The Lakshmi Lifestyle or other, previously mentioned parties.

We preserve

When you visit our website we save:

- your email address and address if you order an article from our webshop. We do this to be able to send you your order and to possibly receive returns.
- your email address if you communicate this with us.

How long?

We are obligated to save your details for 7 years after purchase. Afterwards they will be deleted.

Cookies (Google Analytics)

We collect data for research (google analytics) to gain insight in the functioning of our website, in order to be able to improve our website.

This website makes use of “cookies” (text files which are placed on your computer) to help the website in analyzing how users use the website. The information about your use of the website, generated by the cookie, can be transferred to secured servers of The Lakshmi Lifestyle or previously mentioned parties. We make use of functional cookies and cookies for the administration of web statistics and social media. The cookies do not save personal details and are thus, not relatable to an individual. All information gained through Google Analytics will be deleted after a period of 38 months.

Purpose

We collect data (on a general level) to improve the website, to process orders in the store and to provide service in case of damaged articles.

Third parties

Your details will be shared with third parties for the payment and the delivery of products. For the safety of your personal details we have processor agreements with these companies.

To process your payment we make use of the payment server provider Mollie. For the deliveries we make use of Post NL / DHL package service. To process Paypal payments we make use of Paypal. To send newsletters we make use of the webshop host Mijn Webwinkel.

Changes

This privacy statement has been aligned to the use of and the possibilities on the website. Possible adjustments and/or changes of the website, can lead to alterations of this privacy statement. Therefore, it is well-advised to consult this privacy statement regularly.

Choices for personal details

We offer all our visitors the possibility to look into, change or delete all of the personal information that has been currently provided to us.

Adjust/unsubscribe to newsletter

When you sign up to receive special offers and news per email, you will receive a monthly newsletter. We do not send you newsletters about other companies or websites and we do not spread your email address amongst third parties. At the bottom of each mailing you will find the option to either adjust your details or unsubscribe.

Adjust communication

If you wish to adjust your details or to have them removed from our files, you can contact us. You can find our contact details below.

Turn of cookies

Most browsers are set to a standard to accept cookies, but you can not reinstall your browser to refuse all the cookies or to indicate when a cookie will be sent. It is possible that some functions and services, on our and other websites, will not function correctly when cookies have been turned off in your browser.

Questions and feedback

We regularly check if we measure up to our privacy policy. If you have any questions about this privacy policy, please contact us:

Fuerza del Alma
Amsterdam
fuerzadelalma@live.com