

TERMS & CONDITIONS

Welcome to luaii.co.uk! Before you dive into our website, please take a moment to carefully review the terms and conditions outlined below. Your use of this site indicates your agreement to be bound by these terms. We may update them periodically, so it's a good idea to check back to ensure you're aware of the latest information.

1. About Us

Luaii, a registered company in England (Company No: 15131973), welcomes you. Our address is Burgess Road, Southampton, Hampshire, SO16 7PR, United Kingdom. Feel free to reach out to us at hello@luaii.co.uk for any inquiries.

2. Orders and Payments

After selecting your items, proceed to checkout, and a contract will be formed upon our acceptance of your order. We reserve the right to amend prices and cancel orders under certain circumstances. Please ensure your information is accurate. We may modify the website and its content for operational reasons.

3. Delivery

Delivery is made to the specified address upon payment. Additional charges may apply to remote areas. We aim to dispatch orders within 1-3 working days. We are not liable for delays outside of our control such as stock, strikes, pandemic etc but will communicate any issues. You are responsible for local taxes/VAT and customs duties/courier fees.

4. Returns & Exchanges

For unwanted items, the product must be in the original condition in which you received them, with all original tags and packaging intact. When trying on items, please ensure that you are not wearing perfume, make up, deodorant or fake tan which may leave a scent or residue on the item.

You have the right to return within 15 days, at your cost. Items must be in original condition. Defective items can be returned within 15 days for a refund or replacement. Refunds are processed within 14 days of receiving the items. We do not cover return postage for change of mind.

5. Complaints

Our Customer Service Team is here to help resolve any issues with products or services. We appreciate the opportunity to address concerns before considering other options.

6. General Provisions

Discount Codes: Only one code per order. Codes cannot be combined.

Intellectual Property: All designs, images, and text are the property of LUAI LTD.

Data Protection: We use your information to provide products and may contact you about similar products.

7. Viruses

While we cannot guarantee a virus-free website, it is your responsibility to protect your system. Do not introduce harmful material or attempt unauthorised access. Misuse may result in criminal offences.

8. Third Party Rights

Contracts are between you and us. No third party has rights to enforce these terms.

9. Severability

If any part of these terms is deemed unlawful, the remaining paragraphs remain valid.

By using our website, you acknowledge and agree to these terms and conditions. If you have any questions or concerns, feel free to contact us at the provided email address. Enjoy your shopping experience at luaii.co.uk!