



Lacieyen

Thank you for shopping with Lacieyen!

#### THE STORY BEHIND LACIEYEN

Lacieyen is where shoppers of all interior styles discover an ever-changing and evolving selection of home decor from far and wide. Our catalog is unique, and we work hard to ensure you'll find just what you have been searching for.

Lacieyen strives to offer customers durable, affordable and comfortable pieces, that will make them feel most at home. We believe that living spaces should reflect our personality, and we are dedicated to helping you find yours. From fine decor and home accessories to custom-made items, there's something for everyone to enjoy.

#### Redeeming Loyalty points

Once you have subscribed you Lacieyen you will be legible to receive loyalty points. You will be sent an email notification on when you are able to order and receive your free gift. We provide points for Birthdays, referrals, Purchasing selected items and for just being a loyal customer with Lacieyen. We provide the best deals for all of our customers to enjoy and share with loved ones.

#### Safety first

Thank you for taking the time to purchase one of our amazing products, we would like to inform you to be as safe as possible when using all products purchased. If ever unsure of where to find your product instructions/ safety label or if the label may have been damaged during your use or storage, please feel free to contact us at anytime to gain further information on how to care your product.

**FRAGRANCES:** Please view all bottom of bottles or side of bottle for health and safety label, instructions and ingredients - Spray 30cm away from body, do not aim room sprays at anyone and avoid fabrics, wooden surfaces etc, avoid contact with children and pets, if by any chance spray gets into your eyes or mouth rinse out thoroughly contact A&E if systems get worse . As mentioned for more information please view bottle.

**CANDLES:** Ensure your candles have room and are not surrounded by hanging objects, keep away from children and pets, please view the bottom or top of jars for labelling on how to keep she when using candles.

**GRANULES:** Please do not add water or oils to your granules, please do not eat or have near small children or pets, we advise granules be used with oil burners please check our site for more information on how to use granules.

**BEDDING AND CURTAINS:** Do not allow children to play with any of the packaging or allow pets to play with any of the packaging, please ensure you do not have the materials around any high heat or flames as this may cause further issues. Please follow wash and care instructions found at the back of the packaging if there are not instructions please feel free to contact us anytime to provide you with further care instructions.

### **Cancellations**

If you would like to cancel your order, please contact us right away on [shop@lacieyen.com](mailto:shop@lacieyen.com), If you're order has already been despatched, we will require you to return the item for a refund. If you have opened the item and have used the item or tested the item in anyway we can not accept the item back and will not be able to issue any refunds.

### **Ordering online vs Outdoor Sales Representatives/Affiliates**

When ordering with Lacieyen we provide many options but our safest option is always online, if you decide to use one of our outdoor sales representatives/affiliates this will be at your own discretion when handing over finances - live cash for your orders, We highly recommend ordering via site for more secure ordering from our site. We are not responsible for outdoor sales representatives or affiliates if complaint is not made within 72 hours of your order, you will then need to contact your representative to discuss for finances or order. If you find you have had any issues with your sales representative please contact us immediately and we will try to resolve the matter as soon as possible.

#### **WE ADVISE ONLINE ORDERS AND CREATING YOUR ACCOUNT TO TRACK**

**ORDERS EASILY VIA COURIER SERVICE**, please have all proof of order and contact with sales representative to hand when providing a complaint or any information on your service you would like to report or for us to record. All complaints are confidential unless we need to arise the matter further.

**Ordering online:** You will be ordering **directly from Lacieyen** with no middle man just a courier Royal mail or Evri, who are who, we will use to deliver your package dependant on location. We do not provide any information to any outdoor sales team and we have our internal Sales reps who complete your order via our system providing you with tracking information, receipt and invoice.

**Ordering via outdoor sales rep / affiliates:** Contracted to support company marketing and awareness, hired to promote products, can receive payment for products if trusted to do so by family and friends (Not a lacieyen requirement this is optional to customer), support family, friends and their associates in making orders and creating accounts. Receive perks/bonuses for supporting our service.

You can contact us once you have completed your order with an outdoor sales rep or affiliate, to confirm your order is correct and we have received it.

### **Returns Policy**

You are welcome to return the goods your purchased from us within 14 days providing they remain unused and in the original packaging. Unless the item is faulty at time of receipt or the incorrect item was received, the customer is responsible for delivery costs of return. When returning an item, we recommend the item(s) is/are returned via a recorded delivery service as the customer is liable until we receive the return. For faulty items, the customer will be provided with a pre-paid returns label; we are unable to reimburse postage cost incurred for returns. Please do not return the item without confirmation from our returns department. Should you return at your expense you may

not be refunded your returns postage. Please take photo of damaged item upon receipt and send in email [shop@lacieyen.com](mailto:shop@lacieyen.com)

Under The Consumer Rights Act, we will accept returned items even if you have opened the goods to inspect them. You are entitled to a refund (including basic delivery costs paid) as long as you return your goods within 14 days from the day after delivery to you. To be eligible for a full refund, your item must be in resalable and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require you to create a returns request on this page.

- There are certain situations where a full refund may be refused or only partial refund issued, these include:
- Any item not in its original condition, is damaged or missing parts or packaging for reasons not due to our error.
- Any item that is returned more than 14 days after delivery.

We reserve the right to refuse return and/or a full refund if any items do not meet the above criteria.

You, the customer, are eligible for a refund, full refund, gift card or partial payment once we have received the returned the goods, inspected it and confirmed it meets the return condition criteria.

**Please complete return policies form** and we will send you a return and postage label for your return

### **Shipping Error / Damage Policy**

It is the responsibility of the Customer to perform a reasonable inspection of all deliveries. Obvious external damage must be notified to [shop@lacieyen.com](mailto:shop@lacieyen.com) within a maximum of 14 calendar days of delivery, together with a copy of the annotated delivery receipt as well as any relevant supporting documents evidencing the external damages (eg: photos).

Delivery errors (eg. wrong product, wrong quantities) and physical damage to products visible from standard “out of box” inspection must be notified to Lacieyen within a maximum of 24 hours of delivery, together with a copy of the annotated delivery receipt as well as any relevant supporting documents (eg: photos).

In the absence of such notifications, goods shall be assumed to be delivered in an undamaged condition. For the avoidance of doubt, this policy does not affect customer’s rights in respect of products that develop faults or fail to perform to specifications during the applicable warranty period.

### **Product Exchange Policy**

To exchange your purchase for something else, simply contact us at: [shop@lacieyen.com](mailto:shop@lacieyen.com) or ring back to us [01216790915](tel:01216790915) that you’d like an exchange and complete the relevant information, then return your parcel in the normal way. If you’re exchanging your purchase for a less expensive item we will automatically refund you the difference and email you as soon as this has happened. If you’re exchanging for a more expensive item we will contact you for the additional payment.

### **Partnerships**

Lacieyen and Wyhn Services working together to create healthier balanced home environments.

### **How long will it take to process my return/exchange?**

We use a verified Service for collection of returns can take 2-4 working days to return your parcel to us, although they’re usually quicker. Once it is back with us, we need time to process your exchange or refund, We replace items free of charge if they are defective or damaged – we will provide a pre-paid returns label. If you would like to exchange it for a different item, process a return and request for an exchange. The customer will in this

instance be required to pay for return postage. If we have dispatched a replacement prior to you – the customer – returning the original item(s), you have 14 days to return the item. Failure to do so means you may be charged. We reserve the right to charge you, using your original method of payment for any non-returned item(s).

We'll email you once we've issued your refund, but be aware that it may take a few days for the payment to show in your account.

### **Refund Policy**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you by email that your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 7-14 working days. If a full refund is not approved, we will contact you informing you of the status and arrange for either: a partial refund, gift card or arrange for return or exchange of goods **if you do not wish to accept a refund.**

#### **Under Money Back Guarantee**

- If you received wrong size or colour product from us, we selected the wrong order by mistake.
- If you received damaged item - ripped or teared materials, broken or empty bottles
- Change of mind or wrong item ordered from Buyer side ( you are responsible for return back as this is not our fault you will be provided a gift card for returns)
- If you received an item that's incomplete, damaged, counterfeit, or otherwise not as described.
- We do not accept any opened, or used candles or fragrances or duvet sets or curtains. If you find curtains are the wrong size we cannot accept returns if packaging has been opened so please have the correct measurements.
- If you did not receive the item, or the item is not as described, you have 30 days from your actual or latest estimated delivery date to ask for return request, under the Lacieyen Money Back Guarantee.
- Any quality issue within 5 days ( subject to our Quality team inspection )
- You will not receive a refund if they:
- knew an item was faulty when they bought it
- damaged an item by trying to repair it themselves or getting someone else to do it (though they may still have the right to a repair, replacement or partial refund)
- no longer want an item (for example because it's the wrong size or colour) unless they bought it without seeing it

You have to offer a refund for certain items only if they're faulty, such as:

- Personalised items and custom-made items, for example curtains and bedding.

Please note for above or any other issue kindly send us email on [shop@lacieyen.com](mailto:shop@lacieyen.com). We will resolve the issue and keep you as a happy customer. Thank you for shopping with Lacieyen