

get to know mangobeat's rules & policies

OUR HOUSE RULES

Ordering

Whilst all efforts are made to ensure accuracy of product descriptions, specifications and pricing there may be occasions where errors arise. Should such a situation occur mangobeat® cannot accept your order. In the event of a mistake you will be contacted with a full explanation and a corrected offer. The information displayed is considered as an invitation to treat not as a confirmed offer for sale. The contract is confirmed upon supply of goods.

We must keep in mind that mangobeat® is a handcrafted product. So, no one is similar to the other, it may vary. We make all our best to be as close as we can to the picture's looking.

Given the popularity and/or supply constraints of the mangobeat® may have to limit the number of products available for purchase. mangobeat® reserves the right to change quantities available for purchase at any time, even after you place an order.

Both parties agree that, following order dispatch, transportation is the sole responsibility of the third-party logistics company. During this stage, full ownership of the product(s) belongs to the buyer; all associated liability and risks during transportation shall be borne by the buyer.

All transactions on mangobeat® are processed by mangobeat® directly which are mostly located in France. Reach us anytime at nidhaldouik@gmail.com. For any other type of purchases, these terms are an agreement between you and our financial partners and goods and/or services will be delivered by our partners directly.

Order Cancellation

Customers can cancel their order at anytime prior to shipping; please contact us. However, once the order has been dispatched, the order cannot be canceled, changed, or refunded. Upon receipt of the package, our warranty & return policies comes into effect.

Shipping and Delivery

Shipping times displayed on demand refer to the estimated time it takes for packages to leave our hands. Since the actual delivery of your order can be impacted by many events beyond mangobeat's control once it leaves our facilities, we suggest that if customers have a special occasion or event that they wish to use their item for, such as a birthday, that they order their items well in advance. mangobeat® cannot be held liable for late deliveries. We will, however, work with you to ensure a smooth and efficient shopping experience, we just worry about your happiness.

mangobeat® provides information via banners on our site and through newsletters to customers, that provide details of shipping delays due to the Christmas peak season, and encourages customers to order in advance. We can therefore not be held responsible if a customer does not receive their order in time for Christmas, for example.

There may be occasions when mangobeat® confirms your order but subsequently learns that it cannot supply the ordered product. In the event we can not supply a product you ordered in a timely fashion, mangobeat® will contact customers and offer to cancel the order and refund purchase prices in full.

We try to make the delivery process as simple as possible and we are able to send your order either to you home or to your work place. We can ship to PO Boxes via all shipping

methods, except for Expedited Shipping because signatures are required upon delivery. Express shipments of this type can only be delivered to physical addresses.

Shipping and delivery times are calculated in working days from Monday to Friday. In the case of major holidays such as Christmas and special holidays in the different countries we deliver through, please allow extra delivery time. During those special occasions we will provide notices to reflect possible delays.

Customers are responsible for providing complete and accurate shipping addresses.

mangobeat® cannot make changes to your shipping address once a package has been shipped, and mangobeat® is not liable for packages lost due to incomplete or inaccurate addresses.

mangobeat® cannot be held responsible for any package that does not make it through the local customs and is destroyed due to the item being illegal in the destination country.

Customers are solely responsible for complying with their local laws. We can also not be held responsible for any import tax that may occur and it is the customers sole responsibility to pay this fee, if any.

All orders reported as "delivered" by shipping companies are considered delivered.

mangobeat® cannot be made liable of non-delivery in this case.

Exchange and Returns (Money Back Guarantee)

If when you receive your product(s), you are not completely satisfied you may return the items to us, within 45 days for refund. Returns will take approximately 5 working days for the process once the goods have arrived. The precise length depends on the payment provider used (e.g. PayPal, credit card company, etc). Items must be in their original packaging, all the original boxes must be intact and included everything.

You must first contact us and be in receipt of a return merchandise authorisation (RMA) number before sending any item back. Any product returned without a RMA number will not be refunded.

The money back guarantee does not cover volume/wholesale and customised orders.

Shipping back to mangobeat® is paid for by the customer. We are in general unable to refund you postal fees.

Any mangobeat® returned found not to be defective can be refunded within the time stated above. Goods found to be tampered with by the customer will not be replaced but returned at the customer's own expense.

By default, the refund amount cannot exceed the original order amount paid to mangobeat® . mangobeat® is not responsible for and has no knowledge about any bank fees or exchange rate charges that may occur. These fees are processed by the issuing bank and will not be refunded by mangobeat®.

Non-Returnable

Discounted or end of line products can not be returned. No refunds or replacements will be made.

Incorrect/Damaged Goods

We try very hard to ensure that you receive your order in pristine condition. If you do not receive the products ordered, please contact us. In the unlikely event that the product arrives damaged or faulty, please contact us immediately.

Product Descriptions

While we try in good faith to be as accurate as possible, we do not warrant that product descriptions or other content is accurate, complete, reliable, or error free. From time to time there may be information on mangobeat® that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing and availability.

We reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice. **If a key product specification is changed after you place an order or within seven days of delivery, you can cancel and return the order for a full refund.**

Prices

Prices and availability of items are subject to change without prior notice. The prices do not include, for some countries, import tax and duties, should your package become examined and deemed taxable by your local customs. Payment of these is the responsibility of the buyer.

Privacy Notice

mangobeat® respects customer privacy.

Please read about our privacy policy

Customer Conduct

Although mangobeat® will always strive to resolve issues to the satisfaction of the customer in a professional, courteous and friendly fashion, we will not tolerate any unacceptable or unreasonable behaviour towards our customer service team members. Unacceptable behaviour directed towards Customer Service staff or mangobeat® may, for example, include any of the following:

Aggressive, abusive and threatening behaviour. Examples include: any and all direct or implied threats on any communication channel; intimidating language; personal and verbal abuse; sexist, racist, homophobic, or derogatory remarks; rudeness; inflammatory statements; swearing; and unsubstantiated allegations.

Persistently making habitually demanding or vexatious complaints, despite the matter having been fully addressed; similarly, repeating complaints persisting despite reasonable and fair solutions being offered in accordance with our policies.

Asking, expecting or demanding staff to breach established company policy guidelines, e.g. refund amount, timelines, special compensation, etc.; similarly, seeking an unrealistic outcome beyond the scope of our own policies and procedures.

Repeatedly changing the nature (or focus) of a complaint or the desired outcome, part way, after a formal response has been provided.

Excessive number of complaints compared to the total purchase value history.

For such behaviour, complainants may be advised and formally notified of the following:

Their language is considered offensive, abusive, threatening, and wholly unacceptable. They must refrain from using such language, intimidation, and threats.

There will be no further exchange of correspondence on the matter if they persist with this behaviour.

mangobeat® reserves the right to no longer accept orders from the customer in the future without further notice.

Complaint Escalation process

This process applies strictly to customer service issues. For separate legal issues such as copyright, please contact us.

If the customer is dissatisfied with the solution offered by our customer service, the customer may contact me directly.

Note: Live-chat and telephone are exclusively pre-sales channels. We do not resolve after-sales complaints over Live-chat or via phone.

Conditions Of Use

Copyrights

All content included on the site such as text, graphics, logos, button, icons, images, audio clips, digital downloads and software are all owned by mangobeat® and are protected by international copyright laws.

License and Site Access

mangobeat® grants you a limited license to access and make personal use of this site. This license does not include any forms of commercial use of this site or its contents, any collection and use of any products, any collection and use of any product listings descriptions or prices, any derivative use of this site or its contents, any downloading or copying of account information for the benefit of another merchant, or any use of data mining, robots or similar data gathering and extraction tools. This site may not be reproduced, duplicated, copied, sold, resold, or otherwise exploited for any interest without express written consent from mangobeat®.

What information do we collect ?

We collect information from you when you register on our site, place an order, subscribe to our newsletter or respond to a survey.

When ordering or registering on our site, as appropriate, you may be asked to enter the following: your name, e-mail address, mailing address or phone number. You may, however, visit our site anonymously.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience
(your information helps us to better respond to your individual needs)
- To improve our website and your shopping experience
(we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service
(your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions
Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.
- To administer a contest, special promotion, survey, activity or other site feature
- To send periodic emails

The email address you provide for order processing, may be used to send you important information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorised with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you have allowed it via your settings).

This enables the sites or service providers systems to recognise your browser and capture and remember certain information.

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools for you in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us directly conduct and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders by contacting us directly.

Do we disclose any information to outside parties?

Absolutely not. We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website.

Terms and Conditions

By using our site, you consent to our online privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

Notice and Takedown Policy of mangobeat®

As an online seller, mangobeat® acts in good faith and has developed a robust Notice and takedown policy to protect the respective Intellectual Property Rights (IPR) of third parties and consumers. It is our stated policy to respond to clear notices of alleged IPR infringement. As intellectual property owners are ultimately responsible for protecting their own intellectual property, and mangobeat® is not a legal expert in IPR matters, we need your help in identifying what you believe may potentially infringe your IP rights. This page describes the information that should be presented in a notice.

Please note:

Any misrepresentations and inaccuracies made in your notice regarding whether material or activity is infringing may expose you to liability and damages. Courts have found that you must consider IP defences, limitations or exceptions before sending a notice. If you

are unsure about the meaning of this policy, please consult an attorney for further clarification.

If you have a good faith belief that an intellectual property right has been violated on mangobeat®, you can submit a statement of alleged IP infringement. This statement must clearly contain all of the following information:

- The full name of the intellectual property owner
- The name of the company you represent)
- Your address (including City, State and Zip Code)
- Your contact email address and telephone number
- A detailed and full description of the intellectual property rights you claim are infringed
- An explanation of the alleged infringement and its location on the mangobeat® website
- A declaration that you have a good-faith belief that an IPR has been violated
- A statement that the information in your Notice is correct to the best of your knowledge
- A declaration that you will indemnify mangobeat® from/against any claims, losses, liabilities, costs, and expenses (including reasonable attorney's fees) which mangobeat® may incur in connection with the restriction of the account identified in this notice.