

1. Ariadne's Thread Terms and Conditions for the e-store:

Welcome to ARIADNESTHREAD.GR (from now on mentioned as "Ariadne's Thread", "We", "Us" or "Our"). This site is operated by Nikitas Almpanis, a firm registered under the German Law and has its registered office in Germany. If "you" ("Your", "User" or "Customer") continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this website. If you do not agree to any point of our Terms & Conditions then you must immediately stop using the Site.

2. USE OF THE SITE

2.1 While every effort is made to keep this website running smoothly, Ariadne's Thread takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues.

2.2 Access to our website is in effect provided on a temporary basis, and we reserve the right to withdraw or amend the services without notice. We will not be liable if for any reason this website is unavailable at any time or for any period.

2.3 In no event will Ariadne's Thread be held liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

2.4 While we always aim to provide you with the most up to date and accurate information about the products displayed on the site, neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

2.5 Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

3. ORDER PROCESS AND PAYMENT

3.1 By placing an order for a product through the Ariadne's Thread site you are initiating a process that is subject to our Terms and Conditions. If you place an online order with us or register your details with us then you are accepting our company practices as outlined in our Privacy Policy and our Terms and Conditions.

3.2 You are eligible to proceed with the order in our e-shop if you are 18 years or above.

3.3 The prices are presented in Euros (EU) and all pricing will exclude VAT charged at time of purchase in accordance with German provisions on VAT (UmsatzsteuergesetzUStG). Any additional charges for the actual delivery will be listed as a part of the "Total" cost of your order. For more information on our delivery options you can view our Delivery Charges section which will provide you with more detailed information regarding international shipping charges at the time of checkout.

3.4 In order to enter in the sales agreement you would be asked to fill up a form with the necessary data. When placing an order you undertake that all details you provide to us are true and accurate,

and that you are an authorized user of the credit/debit card or paypal account used to place your order. In order to pay for your purchases we will need to carry out a standard check on your mode of payment to ensure that there are sufficient funds available on that card or PayPal account. For more information on these checks you can view our Privacy Policy. Please be noted that our company is not liable to any charges applicable due to currency exchange rate differences or customs clearance, etc., the customer is responsible to cover any such charges.

3.5 An order acknowledgement email will be sent to you, once we receive your order request. This email will include the name and price of the product, the quantity, shipping costs, payment method, delivery method, duration and total price of the offer.

3.6 We reserve the right not to accept your order in the event, for example, that we are unable to obtain authorization for payment, that shipping restrictions apply to a particular item, that the item ordered is out of stock or does not satisfy our quality control standards and is withdrawn, or that you do not meet the eligibility criteria set out within the Terms & Conditions.

3.7 In the case where we are unable to obtain/receive the payment for your order, then your order will automatically be cancelled within 72 hours of you placing the order.

3.8 In case any of our products that you wish to buy is out of stock, then we can also provide a made-to-order option upon your request. You must email us with 'Made to Order' request as the subject of the email and mention the order details (product name, product code, size for apparel only, etc) in the body of the email. Within 48 hrs (excluding weekends) of receiving your made-to-order request, we will send an acknowledgement email including a payment request via PayPal. After 48 hrs (excluding weekends) of your cleared payment, we will put your made-to-order request for production.

3.9 Please note that it is to our discretion to refuse processing your 'Made to Order' request, without justification.

4. MODES OF PAYMENT

4.1 We offer a range of options regarding payment for your order, from now on referred to as modes of payment, which are as follows:

4.1.1 PayPal: The customer can pay the total amount via the site following PayPal's procedure. This requires the customer to have a PayPal account.

4.1.2 Credit/Debit card (via PayPal Plus): The customer pays the total amount of the order. This procedure happens via PayPal's payment gateway and does not require the customer to have a PayPal account.

4.1.3 Cash on delivery (Greece only): This is a service that is supported only for Greece, where we dispatch the item(s) purchased via a courier company. The customer pays upon delivery with cash only.

5. PROMOTIONAL CODES AND GIFT VOUCHERS:

Whenever we decide to offer a promotional codes and/or gift vouchers, the following terms apply:

5.1 Please follow any necessary instructions regarding time limits or other conditions specified for any of the promotional codes or gift vouchers.

5.2 You may be required to enter a discount code as part of the checkout process in order for the offer to take effect before submitting payment of the discounted "Total".

5.3 Discount codes are non-transferable and not valid for cash or cash equivalent. Offers are subject to change without notice.

5.4 It is not allowed to validate more than one code per order.

6. DISPATCH AND SHIPPING:

6.1 Our shipments are being processed by Hellenic Post (Registered), unless the customer chooses the Cash on Delivery (COD) option (Greece only), where the shipment is being dispatched via courier.

6.2 The dispatch will take place within 3 weekdays (except weekends) of the cleared payment of your order. This is not applicable for made-to-order requests.

6.3 The dispatch of made-to-order requests will take place as soon as the production and the quality control check is complete. This might take approximately two to four weeks (from the time of payment clearance) depending upon the availability of the craftsmen making the handmade lace.

6.4 The shipping cost will be calculated at the time of checkout depending on the shipping destination ('Greece', 'European Union (EU)' or 'Rest of the World') with the estimated delivery time. You will receive a confirmation email from us to signify that your goods have been dispatched to your delivery address and provide you with the relevant tracking information for your order. We might require you to provide your email and phone number for the use of our delivery collaborators only to ensure the safe and efficient delivery of your order.

6.5 Please note that dispatch times as displayed on the site are a guideline only, as recommended to us by our delivery partners. When you receive the tracking number and dispatch information of your order, the Hellenic Post will be your best point of contact in the event of any delays or problems with delivery. If you believe you are experiencing unnecessary delays in receiving your order that are beyond our guideline delivery times you should first check the tracking details as provided by the Hellenic Post as they will provide you with the most up to date and accurate information about the location of your order. In the case the package gets lost during transit the Hellenic Post's rules apply for resolving the matter. Ariadne's Thread will not be held responsible for any matters regarding delivery issues.

6.6 Please note that Ariadne's Thread shall not be liable for any situation arising due to 'force majeure' (strikes, weather conditions, sudden health issues, etc.). If you have a query about your order then you should contact us on the sales@ariadnethread.gr email address and provide us with your Invoice Number, full name and details, as well as the nature of the problem in the body of the email. We will then attempt to remedy the situation in the best possible way within our power.

6.7 We advise our customers to consider the shipping duration before finalizing an order, so that the approximate date of delivery of the order is within the knowledge of the customer.

7. RETURNS AND CANCELLATIONS:

While sending the product to our customers as well as during the rare and unlikely case of receiving a returned product, our products go through a stage of strict quality control check; therefore, please follow the below instructions if you choose to return your product:

- Please take responsible care of the goods.

- Keep all associated tags unbroken and intact with the product and in its original packaging (unspoiled).
- Do not use or wear the product in order to keep it undamaged and unsoiled.
- Please note that if the goods are not in compliance with the above mentioned conditions, then we will be unable to process the refund request.

7.1 We do not accept any requests for exchange of products, only return and cancellation requests are accepted. If you would like to replace a product, you need to simply return it to us (as mention in this section) and proceed with a new order.

7.2 Order cancellations are permitted up to 2 working days of placing the order and before its dispatch. If you wish to cancel your order, please send us an email at sales@ariadnethread.gr with your order number along with the word 'cancellation' in the email subject and we will get back to you within 3 working days informing you of the progress of your cancellation process and the timeframe in which your refund will be concluded. This usually takes up to 8 working days, from your request.

7.3 The customer is allowed to return their order, within 7 calendar days of receiving it. In the case you decide to proceed with returning your order, please send us an email on sales@ariadnethread.gr, with your order number along with the word 'return' in the subject of the email. In the body of the email, we would appreciate it if you could state your reason for return.

7.4 Ariadne's Thread shall bare the relevant cost of the return shipment, only in the case that the wrong product was sent or has an apparent construction flaw. However, a valid postage/courier receipt needs to be produced in order to know and refund the exact shipping amount to the customer. In any other case the customer shall bare full responsibility for return shipping. We would advise the customer to send the return package through a registered service with a tracking code, as Ariadne's Thread (in any case) shall bare no responsibility if the return package is lost in transit and therefore, will not be able to proceed with your refund request. Once, your package has been posted to us, please send us an email on sales@ariadnethread.gr with the tracking code of the package.

7.5 Once we have received the package we will then assess the condition of the product returned. We will then notify you (via email) within 5 working days to let you know the duration within which your refund payment will be concluded. Ariadne's Thread takes no responsibility in case of any delay occurring in refund of the payment as part of the banking procedure.

7.6 For hygiene purposes, earrings are not accepted for return, exchange or refund.

8. GOVERNING LAW AND MODIFICATIONS:

8.1 Your use of this website and any dispute arising out of such use of the website is subject to German law and the cases will be brought before the courts of Berlin. Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offense.

8.2 Our terms and conditions are subject to change without notice, and you should check this page regularly to ensure that you have read the most current version and still agree with our terms & conditions of use. Any changes that are made after you have placed an order will not affect that order unless we are required to abide by a government mandate.

9. PRIVACY POLICY

At Ariadne's Thread we are committed to protecting the privacy of our customers and site visitors. If at any time you are asked to provide certain information by which you can be identified when using this website, then you can be assured that the information you give will only be used in accordance with this privacy statement. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we are using an SSL certificate issued by GoDaddy.com to safeguard and secure the information we collect online. If you place an online order with us or register your details with us then you are accepting our company practices as outlined in our Privacy Policy and our Terms and Conditions.

9.1. INFORMATION WE COLLECT FROM YOU AND HOW WE USE IT:

9.1.1 Through our site, or in correspondence with you regarding an order, we may collect the following information: your name, email address, phone numbers and home or delivery address. In order to process payments for your order we may also need to collect information through our payment gateway relating to your mode of payment and your billing address.

9.1.2 In order to provide you with a secure payment service we have partnered with Paypal to manage our payments. In order to learn more about how your card payment is processed you can visit the Paypal website: www.paypal.com. Details from card payments will never be shared with third parties other than with our payment partners, and will only be shared in order to process the payment of your order. We will never sell any of your personal information to a third party without your permission.

9.1.3 The information that you provide may also be used to carry out anti-fraud checks in order to protect and process payments on your selected mode of payment. During an anti-fraud check your personal information, as provided by you, may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information. This is only done to verify that the correct person is using your card to make the payment and to ensure your security.

9.1.4 Delivery information such as your name and address and contact telephone number may be shared with our delivery partners in order to arrange delivery of your order to you at your specified delivery address. At times we may offer services where the delivery company may need to contact you by phone in order to arrange the best delivery time with you directly.

9.1.5 In the case of a legal obligation to disclose any of the information that you have provided to us, we will provide the information as needed to any relevant official state regulatory body.

10. SECURITY:

www.ariadnethread.gr uses the SSL protocol for safe online business transactions. In this way, all mode of payment information is encrypted so that it may not be read or changed while transferred in the Internet. SSL protocol (Secure Sockets Layer) is now a global Internet standard for the certification of websites to Internet users and for the encryption of data between Internet users and web servers. An SSL encrypted communication requires all information interchanged between a customer and a server to be encrypted by the sender's software and to be decoded by the recipient's software; in this way, personal data are protected while transferred in the Internet. Furthermore, all information sent via SSL protocol is protected by a mechanism that automatically verifies if such data have been changed while transferred.

11. COOKIES:

Ariadne's Thread reserves the right to collect information via cookies in order to offer a more personalized and smoother internet experience to its users.

12. MARKETING UPDATE EMAILS:

If you have chosen to subscribe to our marketing update emails as part of your registration process or at the time of checkout, we assure you that at no time will we pass your information on to any other companies for the purpose of marketing that does not directly relate to Ariadne's Thread. If you do not find the information that we send to you helpful then you can opt-out at any time by contacting us on our email address info@ariadnethread.gr and requesting removal from our email database with the word "Unsubscribe" in the subject line in order for us to remove you from the email database. We will endeavour to have this change made within 7 working days from the date of your request.

13. CHANGE OF CUSTOMER DETAILS:

If you need to update the email address that we have on our list to a new email address, or if you believe that any of the information that we hold about you is incorrect, you can provide us with details of the change by contacting us on the email address info@ariadnethread.gr with "Change of Customer Details" in the subject line and we will endeavour to have this change made within 7 working days from the date of your request.