

This website www.pigeonwishes.com (hereinafter the "Website") and the associated services and contents are made available to users and / or customers (hereinafter the "Customer or" Customers ") for the promotion and sale of consumer goods produced by Pigeonwishes limited (hereinafter also referred to as "Pigeonwishes") , a company registered in England (company registration number 11588793) with registered office at 38 spindus road, Liverpool, L24 1YA. (VAT n. 335444212), as well as the provision of related services, such as, for example, the newsletter and the contact form.

The purchase of the products is governed exclusively by the Terms & Conditions of Sale in force at the time of purchase and published on the website in order to inform customers as well as allow the storage and reproduction of the said conditions in accordance with the relevant legislation.

The use of the Website and the relevant services implies the full knowledge and acceptance of General Terms of Use.

Customers are therefore invited to read carefully the General Conditions of Use, as well as the Privacy Policy and the General Conditions of Sale, before using the Website.

Pigeonwishes reserves the right to amend the General Terms and Conditions of Sale hereof at any time.

In such case, Pigeonwishes will publish on the Website the updated version of the Terms of Use, replacing the date of "last amendment" with the date of the update. Users are invited to consult the terms and conditions of use on a regular basis. The use of the website and the Services after the date on which these changes have been made implies acceptance by the User of the updated version of the Terms of Use. If the User does not accept these changes, he will not be able to use this Website.

For any information concerning orders, deliveries and, more in general, purchases, please contact Pigeonwishes customer care at the e-mail address: pigeonwishes@gmail.com or the following telephone number: +44-07948183902 (Monday to Friday 8:30 - 12.30 and from 14:00 - 18:00 local time) or leaving a message at the voice mail service; customers will be contacted as soon as practicable.

1. Acceptance of the general conditions of sale and conclusion of the contract

1.1 The contract between Pigeonwishes (hereinafter also the "Seller") and the Customer shall be deemed executed upon acceptance of the order by Pigeonwishes. In case of non-acceptance of the order, the Seller shall immediately inform the Customer by e-mail.

1.2 Before purchasing the Products by filling and sending the order form, the Customer shall carefully read the General Conditions of Sale which he may also print, store or make copies for personal use. By sending the order form, the Customer declares to have understood and approved the content of the form, as well as to have accepted the General Conditions of Sale and Use of the Website. Failing that, the purchase order cannot be processed.

1.3 Before submitting online the purchase order form, the Customer should verify the order details and correct any errors.

1.4 The Seller reserves the right not to accept purchase orders that are incomplete or incorrect, or in case of unavailability of one or more Products. In these cases, Pigeonwishes will promptly inform - within 7 days following receipt of the order by the Seller - the Customer by e-mail that the contract was not concluded and the purchase order cannot be processed. In the event that the Customer has already submitted the order form and paid the price, the Seller will refund the amount paid.

1.5 The order form will be stored in the Seller database for the time necessary for the fulfillment of the order and in compliance with the applicable law. The Customer, once registered on the Website, can view the orders placed, access to his personal account and consult the appropriate section of the Website.

2. Purchasing methods

2.1 The products offered for sale by Pigeonwishes are only and exclusively the ones displayed on the Website when the Order is placed, as described in the relevant product information sheet.

2.2 The pictures accompanying the description of a product are only for informational purposes and may not be fully representative of its characteristics which might differ in color and size (also because of the browser and the monitor used to access the site and display the pictures).

2.3 To place an order the Customer shall duly fill in the order form made available on the Website and send it in accordance with the indications provided in the Website, after having carefully read these Conditions, the product specifications, the relevant price (inclusive of VAT), shipping costs (including the ancillary costs that may be incurred in case of a different shipping method or an express delivery other than the standard method).

2.4 Pigeonwishes shall confirm that the order has been properly received by sending an e-mail message to the address provided by the Customer. The e-mail shall contain a short description of the conditions of purchase, as provided for by the applicable legislation, as well as the information entered by Customer into the Order form, to enable him/her the double check of such information and, if necessary, immediately report incorrect data, if any. The Customer can also check those information by log in to "My account", then selecting my orders.

3. Prices and Terms of payment

3.1 The prices indicated on the Website are non inclusive of VAT. According to the International VAT Regulation, the tax will be applied in the check out if required by law. The Customer will be informed in advance of shipping costs or fees, if any, through the Website.

3.2 The payment can be made only through credit card or Paypal and the transaction will be processed through a secure server selected by Pigeonwishes. Payment can also be made by bank transfer (only for traders) prior express acceptance by Pigeonwishes.

3.3 Under no circumstances and at no stage of the payment process, the details of the credit card of the Customer will be disclosed to Pigeonwishes because such details will be directly

sent, in a secure manner, to the website of the financial institution in charge of the transaction. Pigeonwishes will not store such data and, therefore, the Seller cannot be held responsible for any fraudulent and undue use of credit cards by third parties upon payment.

4. Delivery of the products and relevant expenses

4.1 Purchased products will be delivered by Pigeonwishes and its logistic suppliers at the address indicated by the Customer in the Order, at the cost specifically indicated in the Website before such Order is dispatched. In any case, for deliveries outside the UK territory, shipping costs and delivery times may vary.

4.2 For deliveries outside the UK, any custom and import duties shall be borne by the recipient. Therefore, Customers are required to contact the customs authorities of their country in advance to check any costs and import restrictions.

4.3 The delivery times provided by Pigeonwishes shall be considered as purely indicative and potential delays or possible delivery with separate shipments do not give to Customer the right to refuse the delivery or request compensation.

4.4 Once the products are delivered, the Customer is required to sign the delivery note after having carefully checked that:

4.4.1 the number of items delivered corresponds to what is indicated in the delivery note.

4.4.2 the packaging is intact, not damaged or wet, and, in any case, unaltered, including the sealing material (sellotape or metal strapping seals).

4.5 Any damage detected in the packaging and/or the product, and any discrepancy found in the number of items or in the indications contained in the delivery note, shall be immediately reported in such note to be returned to the courier.

4.6 Any problem concerning the integrity, correspondence or completeness of the products received shall be reported within 8 days of delivery.

5. Right of withdrawal

5.1 The Customer is entitled to withdraw from the purchase agreement for any reason, without penalty and without having to state his reasoning, within 14 (twenty) days from the date of delivery of the products. In case of a split order, such term applies from the day of delivery of the last Product.

5.2 Customer may exercise the right of withdrawal set forth in art. 5.1 above by communicating the decision to withdraw to the Seller - providing its references (name, surname, address and e-mail), the dates of the order and receipt of the Products, the order number and the related Products purchased - at the following e-mail address: pigeonwishes@gmail.com or alternatively by registered mail with return receipt at our office address.

5.3 In case of withdrawal, the Customer shall return the products to Pigeonwishes within 14 days from such withdrawal, in accordance with the procedures indicated at point 6.

6. Returns

6.1 In case of change of mind, the Customer has the right to return the Products within 14 calendar days from delivery.

6.2 The return can be requested by e-mail at pigeonwishes@gmail.com.

6.2.1 The product/s shall be returned back at the following address: 38 Spindus road, L241YA, Liverpool, UK (such means of redelivery is on Pigeonwishes's exclusive cost);

6.3 In order to manage the return the Customer shall ensure that:

6.3.1 the products are intact and possibly used for the time strictly necessary to establish and verify their nature provided that they have not been washed, altered or damaged and that the identification label with the removable seal is still attached to them.

6.3.2 the returned items are accompanied by the return form and the original receipt, included in the package sent to the Customer. Products must be returned in their original packaging.

6.4 All returned Products will be checked by Pigeonwishes within 7 (seven) working days of receipt of the package. The Customer will receive an e-mail confirming acceptance of the returned products and the refund due. In the case of a rejected return, our customer service will explain the reason for the refusal and the package will be returned to the Customer. Furthermore, Pigeonwishes informs that the various payment providers have different processing times for returns and the refund may take a few working days to be processed and credited upon Customer's account.

6.5 Returned items shall be sent from the same country where the order was placed. It will not be possible to accept returns from different countries.

6.6 The Customer must ship the returned Products to the following address: 38 Spindus road, L241YA, Liverpool, UK.

7. Refunds

7.1 As soon as Pigeonwishes's warehouse has received the return and verified that all of the above conditions have been met, the Customer will receive an e-mail confirming acceptance of the return.

7.2 Receipt of refund will depend on the policies of the credit card company (or PayPal) used to purchase the Product.

7.3 The date of the refund will coincide with the date of the original payment, so that Customers will not incur any interest fees.

8. Legal warranty

8.1 The Products sold on the Website are covered by a legal warranty for lack of conformity, in accordance with UK Consumer Rights Act 2015.

8.2 The warranty for lack of conformity will be applicable only if the Product/s has been used correctly, in compliance with its intended purpose and in accordance with the use and washing instructions contained in and/or furnished with the product.

8.3 The Customer shall inform the Seller of the existence of any lack of conformity within a period of 8 (eight) days from the day when the customer detected such defect. The lack of conformity shall be communicated in writing to the Customer Care.
(pigeonwishes@gmail.com)

8.4 In case of lack of conformity the Customer may choose between the repair or replacement of the Product. In the event that such remedies are impossible or disproportionate, the Customer can claim a reduction of the price or rescission of the contract of sale, in accordance with UK Consumer Rights Act 2015.

8.5 Once received and verified the product, Pigeonwishes will proceed as soon as possible to repair or substitute the product, except the case of impossibility or disproportionality.

8.6 Any legal action filed by the Customer for lack of conformity shall be brought within a period of 12 (twelve) months from the day of receipt of the relevant product.

9. Complaints and enquiries

9.1 Any complaint or request for information can be sent to Pigeonwishes at the following Customer Service address pigeonwishes@gmail.com

10 Data Protection

10.1 Pigeonwishes recognizes the importance of confidentiality, integrity and security of customers' personal data. Therefore, the Personal Data provided by the Customer through the Website, as well as any data provided at the Pigeonwishes Group's outlets, also through the subsidiaries and / or affiliates (collectively referred to as "the Pigeonwishes Group") will be processed in compliance with the current European legislation on data protection (EU Regulation 2016/679 - hereinafter "GDPR") and the specific local regulations applicable from time to time for treatments carried out outside the European Union.

10.2 For more information, the Customer is invited to read the Privacy Notice on the Website.

11. Applicable Law and Competent Jurisdiction

11.1 The General Terms & Conditions of Sale are governed by Italian law, without giving effect to the conflicts of law provisions thereof or the United Nations Convention on Contracts for the International Sale of Goods. Any dispute concerning the interpretation and/or the violation of the present Conditions shall be previously solved through the Mediation system of the Chamber of Commerce of Milan. The mediation attempt shall be governed by the Fast Track Mediation Rules of the Milan Chamber of Arbitration that the parties declare to know and accept in their entirety.

11.2 Failing the mediation attempt, any dispute that may arise out of or in relation with the present Conditions shall be exclusively submitted to the Court of Liverpool, United Kingdom.