**Product originality**

The Luxe London works directly with Italy’s largest luxury online retailer LUISAVIAROMA and the world’s biggest luxury kidswear retailer, ChildrenSalon.

As a UK based company, The Luxe London has the legal obligation to comply with the British Laws and Regulations. Under the Trademark Counterfeiting Act of 1984 it is **illegal** for individuals to knowingly use a **counterfeit** trademark to **sell** goods or services.

As an authorized online distributor for all of the designers we feature, we unconditionally guarantee that every item we sell is **100% authentic.**

Our offering is expertly curated from the best luxury fashion around the globe and we guarantee all items are authentic. Authenticity cards and serial numbers may not always be included with your item if the designer has not supplied them.

**Payment & Security**

1. We accept payment through Zarinpal Payment gateway. This means that we accept every Iranian bank card that is part of the Shetab network including Bank Mellat, Melli, Pasargad, and Parsian

Zarinpal guarantees the safety of your money and in the unlikely event of product getting lost in transit, you will receive a full refund from Zarinpal.

1. To help ensure that your shopping experience is safe, simple and secure, The Luxe London uses Secure Socket Layer (SSL) technology. This encrypts and protects the data you send to us over the internet. If SSL is enabled then you will see a padlock at the top of your browser and you can click on this to find out information about the SSL digital certificate registration.

You will also notice that when you look at the location (URL) field at the top of the browser you will see it begin with 'https:' instead of the normal 'http:'. This means that you are in secure mode.

The Luxe London does not withhold your personal or card information.

As we are based in the UK we currently can’t offer pay at door however we will do in the future. Full payment for orders are received before items are shipped out.

**Free customs**

As part of the shopping experience The Luxe London provides, we cover the customs fees that one would normally get charged upon importing goods to Iran.

In the unlikely case of getting charged a customs fee, please email your customs receipt to our support team at [help@theluxe.london](mailto:help@theluxe.london) and we will issue a refund within 14 days of receiving the receipt. We regret to inform that we are unable to issue any refunds without a receipt.

**Returns**

Should you need to return your purchase, you have 3 days from receiving your order to arrange your exchange for a different size or store credit book your collection and have your items sent back to us. A flat fee of £30 will be charged for all returns and will be deducted from the total cost of the returned goods.

To arrange a return simply go to your account, click the return button and follow the instructions. Alternatively please email our support team via email [help@theluxe.london](mailto:help@theluxe.london) or telephone +44 20 3900 2464 .

Upon the arrival of the returned item to us, the exchange item will be posted out or a store credit will be issued. Please note it might take up to 14 business days for the returned item to reach us.

All returned products must be unworn, with all the tags, accessories and packaging in place and in a resalable condition.

The Luxe London retains the right to refuse the refund.

The sale of the items in the following list is final as we are unable to return or exchange them due to hygiene reasons:

**Watches, jewellery, beauty and and makeup products, underwear, swimwear.**

**Our return address is:**

**The Luxe London**

**Suite 2B**

**Warwick House**

**17 Warwick Road**

**Manchester,UK**

**M16 0QQ**

**Delivery**

The Luxe London provides door-to-door service: all products are shipped from the UK to your home address in Iran.

The Luxe London aims to deliver all items within 12- 14 business days.

**You will receive an email once the parcel is despatched with the confirmation and tracking number.** The tracking code is provided for the customer’s convenience and allows you to follow the progress of the parcel online on the Aramex website. To do so, please follow the instructions in the confirmation email.

All customer parcels are insured and in the unlikely scenario of the parcel getting lost or damaged, a replacement is sent out to you with no charge.

Please note during busy periods, deliveries may take up to an additional 48 hours to be dispatched.

**FAQ**

**HOW DO I MAKE A PURCHASE?**

* Once you have found an item, choose your size and click on the 'ADD TO SHOPPING BAG' button on the product page.
* Review the items in your shopping bag by clicking the 'SHOPPING BAG' link at the top of the page.
* Click on 'PROCEED TO PURCHASE' to complete your order.
* Alternatively watch our full tutorial here.

**IS MY PERSONAL INFORMATION KEPT PRIVATE?**

Please be assured that we take data protection seriously, and your information will only be shared with third parties where they abide by applicable data protection legislation. For more information, please read our Privacy Policy in full.

**Are the products on the website authentic ?**

The Luxe London works directly with Italy’s largest luxury online retailer LUISAVIAROMA and the world’s biggest luxury kidswear retailer ChildrenSalon.

As a UK based company, The Luxe London has the legal obligation to comply with the British Laws and Regulations. Under the Trademark Counterfeiting Act of 1984 it is **illegal** for individuals to knowingly use a **counterfeit** trademark to **sell** goods or services.

As an authorized online distributor for all of the designers we feature, we unconditionally guarantee that every item we sell is **100% authentic.**

Our offering is expertly curated from the best luxury fashion around the globe and we guarantee all items are authentic. Authenticity cards and serial numbers may not always be included with your item if the designer has not supplied them.

**I'VE FORGOTTEN MY PASSWORD - WHAT SHOULD I DO?**

To re-set your password, follow the 'FORGOTTEN PASSWORD' instructions on the SIGN IN page. Please note, for security reasons we are unable to send your old password via email.

**HOW MUCH DUTIES AND TAXES WILL I HAVE TO PAY?**

As a part of the shopping experience The Luxe London provides, we cover the customs fees that one would normally get charged upon importing goods to Iran.

In the unlikely case of getting charged a customs fee, please email your customs receipt to our support team [help@theluxe.london](mailto:help@theluxe.london) and we will we will issue an refund within 14 days of receiving the receipt. We regret to inform that we are unable to issue any refunds without a receipt.

**WHY ARE SOME ITEMS MARKED AS FINAL SALE?**

The sale of the items in the following list is final as we are unable to return or exchange them due to hygiene reasons:

Watches, jewellery, beauty and and makeup products, underwear, swimwear.

**CAN I CHANGE OR AMEND MY ORDER ONCE IT HAS BEEN PLACED?**

**Before your** purchases have been prepared for dispatch we can cancel an item, change the size or edit your billing and shipping details.

However, we are unable to combine orders or add pieces to an existing order once it has been placed.

If you need to make any amendments, please call customer care on +44 20 3900 2464 or get in touch via email [help@theluxe.london](mailto:help@theluxe.london) .

**[HOW DO I RETURN OR EXCHANGE AN ITEM?](https://www.net-a-porter.com/Help/FrequentlyAskedQuestions?lang=en)**

Making a return or exchange is easy. You have 3 days to decide whether to keep your items and we will collect from your home, work or alternative address for free. To arrange your exchange or return, simply sign in to you’re The Luxe London account and select My Orders, under My Account. Click "CREATE EXCHANGE/RETURN" and follow the steps. You will then receive a confirmation email with returns instructions and details about how to book your collection.

**View more info (give an active link pls to our returns page)**

**WILL I BE REFUNDED THE FULL VALUE OF MY ORDER?**

Upon the arrival of the returned item to us, the exchange item will be posted out or a store credit will be issued. Please note it might take up to 14 business days for the returned item to reach us.

Should you need to return your purchase, you have 3 days from receiving your order to arrange your exchange or return, book your collection and have your items sent back to us. The return costs are covered by the customer and will be deducted from the total of amount the customer was originally charged.

**DOES The Luxe London HAVE SEASONAL SALES?**

The Luxe London offers seasonal sales twice a year. Register for email updates to be notified when our sale starts, and when we offer further reductions.

**You can’t find what you are looking for?**

Please get in touch with our concierge service, just click the blue button in the bottom right corner. We will answer your query as soon as we can.

**Terms and conditions**

THE LUXE LONDON's ("THE LUXE LONDON" "we" "us") website(s) (our "Site" or "Sites") and related services are made available to you in accordance with the following Terms of Use & Service, and any other rules posted on our Sites (collectively, the "TOS"). Please read the TOS carefully before placing any orders on www.The Luxe London.com. We recommend you should keep a copy of the TOS for future reference.

THE LUXE LONDON is a trading name of The The Luxe London Group Limited, a company registered in England and Wales under registration number 3820604.

In particular, we wish to draw your attention to our policies relating to the terms of purchase within the TOS and our Privacy Policy. If you are under 16 you must let your parent or guardian know about THE LUXE LONDON's [Privacy Policy](https://www.net-a-porter.com/Help/PrivacyPolicy)before you register to use this Site or any of this Site's services. We reserve the right to only accept orders from those over 18 however.

We may modify the TOS from time to time. Please read the TOS and check back often. If you do not agree to any change to the TOS then you must immediately stop using the Site. Any changes made after you have placed an order will not affect that order unless we are required to make the change by law.

* [REGISTRATION](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

To use some of the services or features made available to you on this Site you will need to register. When you register you are required to provide information about yourself that is true, accurate, current, and complete in all respects. Should any of your registration information change, please notify us immediately at the following e-mail address [help@theluxe.london](mailto:help@theluxe.london). We may also change registration requirements from time to time.

The account password you provide should be unique and kept secure, and you must notify THE LUXE LONDON immediately of any breach of security or unauthorized use of your account.

Please refer to our [Privacy Policy](https://www.net-a-porter.com/Help/PrivacyPolicy) for information about how we use your data.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [ELIGIBILITY TO PURCHASE](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

In order to make purchases on the Site you will be required to provide your personal details. In particular, you must provide your real name, phone number, e-mail address and other requested information as indicated. Furthermore, you will be required to provide payment details that you represent and warrant are both valid and correct and you confirm that you are the person referred to in the Billing information provided.

* [ORDERS](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

All orders are subject to acceptance and availability, and items in your shopping basket are not reserved and may be purchased by other customers.

THE LUXE LONDON offers products for sale that are in stock and available for dispatch from our distribution center. Occasionally however, we may be waiting for shipments from our designer suppliers. Consequently you may from time to time be given the possibility of making an Advance Payment for certain items in which case you are able to make an Advance Purchase. This will ensure that you receive this item in priority once designer stock has been delivered to THE LUXE LONDON. THE LUXE LONDON will only take Advance Purchase orders for stock that has been scheduled for delivery by a designer supplier. Your rights regarding Advance Purchase are the same as those for any other purchase at THE LUXE LONDON. Alternatively, you may simply choose to register your email address for notification of arrival of the selected merchandise not held in stock.

Items received into stock may be pre-allocated to satisfy Advance Payment orders and customers making Advance Payments will receive items in priority to customers on the Waiting List or customers ordering through the Site for immediate delivery. Please be aware that we may be unable to deliver selected Advance Payment merchandise due to production problems or quality check issues identified when we receive an order into stock. In these circumstances we will notify you by email and refund the Advance Payment to your credit/debit card within thirty days of being advised that merchandise has become unavailable.

If you have registered your email address for notification of the arrival of a specific product featured on our Site, we will attempt to notify you by email within 48 hours of the product becoming available on the Site. Please be aware that on occasion certain products that are in particularly high demand will sell out during this period.

THE LUXE LONDON will store a record of your transactions for a minimum of one year.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [PRICING POLICY](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

Prices shown on the Site are in GBP or Euros and are inclusive of VAT at the applicable rate unless you have selected an alternative country where VAT is not chargeable, as indicated in the top left hand corner of the Site.

All prices and offers remain valid as advertised from time to time. The GBP or Euros price of a product displayed on the Site at the time the order is accepted will be honored, except in cases of patent error.

From time to time, prices are subject to change in response to currency exchange rate changes,markdowns and other commercial factors.The price applicable to your order will be the price current at the time your order is accepted.

* [ACCEPTANCE OF YOUR ORDER](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

Once you have made your choice and your order has been placed, you will receive an email acknowledging the details of your order. This email is NOT an acceptance of your order, just a confirmation that we have received it.

Unless you cancel your order, acceptance of your order and completion of the contract between you and THE LUXE LONDON will be completed when we email you to confirm the goods have been dispatched. The sale contract is therefore concluded in London, England and the language of the contract is English. Neither our third party payment processor nor our nominated courier has the authority to accept an order on behalf of THE LUXE LONDON.

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 TOS.

We may also refuse to process and therefore accept a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any merchandise from the Site whether or not that merchandise has been sold, removing, screening or editing any materials or content on the Site, refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

Whilst every effort is made to make sure details on our website are accurate, we may from time to time discover an error in the pricing of products. If we discover an error in the pricing of a product in your order, we will let you know as soon as possible. We shall be under no obligation to accept or fulfil an order for a product that was advertised at an incorrect price and reserve the right to cancel such an order that has been accepted or is in transit. If you order a product that is priced incorrectly for any reason, we will email or telephone you to inform you that we have not accepted your order and/or that the relevant part of your order has been cancelled. If you have already paid for the goods, we shall refund the full amount as soon as we are able. In the event that products are recalled in transit, we will process your refund once the products have been returned to us.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [PAYMENT](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

We accept all Shetab cards which you can pay with by clicking on Pay Now. Once this transaction is complete, you will then return to THE LUXE LONDON.COM. Payment will be debited and cleared from your account upon dispatch of your order by THE LUXE LONDON. You confirm that the credit/debit card that is being used is yours or that you have been specifically authorised by the owner of the credit/debit card to use it. All credit/debit card holders are subject to validation checks and authorization by the card issuer. If the issuer of your payment card refuses to authorize payment to THE LUXE LONDON, we will not be liable for any delay or non-delivery.

We take reasonable care to make our Site secure. All credit/debit card transactions on this site are processed using Zarinpal, a secure online payment gateway that encrypts your card details in a secure host environment. If you are a registered THE LUXE LONDON user, we will securely store your credit/debit card details on our systems. These details will be fully encrypted and only used to process card transactions which you have initiated.

To help ensure that your shopping experience is safe, simple, and secure, THE LUXE LONDON uses Secure Socket Layer (SSL) technology.

Furthermore, we take reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from the Site.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [GIFT CARDS](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

The Luxe London Printed and Virtual Gift Cards are sold subject to the following terms and conditions:

* + 1. Gift Cards are valid for 12 months from date of purchase.
    2. Gift Cards can be redeemed against all products on the the www.TheLuxeLondon.com site.
    3. Gift Cards are non-transferable, can only be used on the THE LUXE LONDON site for which they are issued and may not be returned or redeemed for cash.
    4. If your order total is less than the value of the Gift Card, the remaining balance will be credited to your account and will be redeemed against subsequent orders. You may check your Gift Card balance online via your My Account page.
    5. If your order exceeds the value of the Gift Card and you have existing store credit on your account, this will automatically be redeemed to cover the remaining balance. All remaining balances exceeding the value of your gift credit or store credit must be paid by credit or debit card.
    6. If you return products you have purchased using a Gift Card, the remaining balance will be credited to your account as store credit and will be redeemed against subsequent orders. You may check your Store Credit balance online via your My Account page.
    7. Virtual Gift Cards will be e-mailed to the recipient once the full order has been processed and payment has been taken. A copy will also be sent to the sender as confirmation of dispatch.
    8. The Luxe London is not liable for delivery of a Virtual Gift Card to an incorrect or non-existent email address. This is the sole responsibility of the purchaser.
    9. The Luxe London is not responsible if a Gift Card is lost, stolen, destroyed or used without permission.
    10. The Luxe London reserves the right to cancel a Gift Card if we deem such action necessary.
    11. Promotion codes cannot be applied to the purchase of Gift Cards with the exception of free shipping codes which can be applied to Printed Gift Cards orders.
    12. Sales tax and shipping is applicable on any products purchased with a The Luxe London Gift Card.
    13. Shipping is applicable on Printed Gift Cards.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [PROMOTION CODES](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

Promotion codes are non-transferable and there is no cash alternative. Furthermore, they cannot be used in conjunction with any other promotion code or offers, and must be redeemed by the date published, if provided.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [INSURANCE AND DELIVERY](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

You will own the goods on and from the later of the point in time when: (a) we receive payment in full, or (b) we deliver the goods to you.

THE LUXE LONDON insures each purchase during the time it is in transit until it is delivered to your specified delivery address. We require a signature for any goods delivered, at which point responsibility for your purchased goods passes to you. If you have specified a recipient who is not you for delivery purposes (for example as a gift) then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfillment by THE LUXE LONDON, and transfer of responsibility in the same way. The goods are your responsibility from the time we deliver them to the address you gave us.

Please note that we aim to dispatch all orders within 24 hours, or 48 hours during sale periods. Delivery times appearing on the site are estimates and are to be used as a guide only and commence from the date of dispatch. In any event, we will deliver the goods to you within 30 days of the day on which we accept your order. THE LUXE LONDON is not responsible for any delays caused by destination customs clearance processes.

If delivery is delayed by any event outside of our control, we will contact you as soon as possible to let you know and we will take steps to minimize the effect of the delay. Provided we do this, we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to cancel your order and we will give you a refund for any goods you have paid for but not received.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [RETURNS AND EXCHANGES](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

**Right to Cancel under the ICACRs**

You have the right to cancel your order within 1 day without giving any reason.

The cancellation period will expire 1 day from the day after the day on which you (or someone you nominate, other than a carrier) receives the last of the goods.

For orders cancelled under the ICACRs, we will issue you with a full refund including the shipping cost paid by you. We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make reimbursement without undue delay, and not later than:(i) 14 days after the day we receive back from you any of the goods supplied; or   
(ii)(if earlier) 14 days after the day you provide us with evidence that the good have been returned; or   
(iii) if no goods were supplied, 14 days after the day on which we are informed about your cancellation.

We will make reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the re-imbursement.

In the event that we have sent goods to you and you have cancelled your order, we may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent the goods back, whichever is the earliest. If we do not receive the goods back, we may arrange to have them collected from you at your cost.

You shall return cancelled orders to: THE LUXE LONDON DC1, Unit 3, Charlton Gate Business Park, Anchor and Hope Lane, London SE7 7RU, without undue delay and in any event not later than 14 days from day on which you communicate your cancellation of the contract to us. The deadline is met if you send the goods before the period of 14 days has expired.

You will have to bear the cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling, other than what is necessary to establish the nature, characteristics and functioning of the goods.

Please note you may only use your right to cancel the order under the ICACRs if you give us formal written notice of cancellation any time after your order has been placed, up until 14 calendar days from the day after you receive your order, by email or post as described above.

Our FREE COLLECTIONS SERVICE (see below) is not available for orders cancelled under the ICACRs.

#### RETURNS AND EXCHANGES USING OUR FREE COLLECTION SERVICE

As an alternative to using your rights under the ICACRs, you may prefer to return or exchange items using our free returns and exchanges collection service. You must request your exchange or return and send your unwanted items back to us within 28 days for a refund of the value of the item only, or an exchange on the same item in a different size, based on stock availability. If you wish to exchange your item for an alternative product, we suggest that you return it for a store credit and purchase the new item separately.

Please refer to our [Returns & Exchanges](https://www.net-a-porter.com/Help/ReturnsAndExchanges) policy for further information.

Shipping is complementary on the replacement item, but exchanges made to destinations outside of the UK will be processed for customs clearance and therefore any relevant import duty and tax charges will apply. See costs for [Shipping and Returns](https://www.net-a-porter.com/Help/ShippingRatesAndPolicies).

#### Our policy

Items should be returned unused and with all THE LUXE LONDON and designer garment tags still attached. Returns that are damaged or soiled will not be accepted and will be sent back to the customer and/or a refund refused.

Where provided, belts and any designer packaging such as authenticity cards, dust bags, and leather tags should be included with your return.

Please email [help@theluxe.london](mailto:help@theluxe.london) if any of your purchases have been delivered without THE LUXE LONDON tags.

All returns should be requested before you send your item(s) back to us to allow for easy identification and prompt processing. Unidentified returns will be returned to the sender.

#### Shoes

All shoes should be tried on a carpeted surface before wear.

#### Beauty

These items are final sale and may not be returned.

#### Lingerie & Swimwear

These items are final sale and may not be returned.

#### Technology

Technology products should be returned in the original packaging.

#### Faulty goods

Goods are classified as faulty if they are not of satisfactory quality, fit for purpose or as described. Please note that items which are damaged or as a result of normal wear and tear; by accident; or through misuse will not be considered faulty.

If your item is faulty when you receive it, you can return it for a refund within 30 days from the date you received it. If you have owned your item for longer than this, and certainly over 6 months, then please contact Customer Care.

#### Colors

We have made every effort to display as accurately as possible the colors of our products that appear on THE LUXE LONDON. However, as computer monitors vary, we cannot guarantee that your monitor's display of any color will be completely accurate.

#### REPEATED RETURNS

We offer a flexible returns policy to make your online shopping experience even easier. We do monitor the number of returns made by customers, and continued returns will be flagged and potentially refused at our discretion or lead to the closure of your THE LUXE LONDON account.

### [Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [INTELLECTUAL PROPERTY RIGHTS](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

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[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [CONTENT](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

In addition to the Intellectual property rights mentioned above, "Content" is defined as any graphics, photographs, including all image rights, sounds, music, video, audio or text on this Site. THE LUXE LONDON tries to ensure that the information on this site is accurate and complete. THE LUXE LONDON does not promise that THE LUXE LONDON's Content is accurate or error-free. THE LUXE LONDON does not promise that the functional aspects of the Site or THE LUXE LONDON's Content will be error free or that this Site, THE LUXE LONDON Content or the server that makes it available are free of viruses or other harmful components. We always recommend that all users of the Internet ensure they have up to date virus checking software installed.

The personal opinions of the designers and labels whose products we sell, or any third parties with whom we are associated are their own and do not necessarily reflect the views of THE LUXE LONDON and we accept no responsibility for any such views expressed in any media.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [NO COMMERCIAL USE](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

This Site is for your personal non-commercial use only. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, commercially exploit, create derivative works from, transfer, data mine or sell any Content, software, products, or services contained within this Site. You may not use this Site, or any of its Content, to further any commercial purpose, including any advertising or advertising revenue generation activity on your own Site.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [YOUR ACTIVITY](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

You agree that you will be personally responsible for your use of this Site and for all of your communication and activity on and pursuant to this Site. If we determine that you are or have been engaged in prohibited activities, were not respectful of other users, or otherwise violated the TOS, we may deny you access to this Site on a temporary or permanent basis.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [THIRD PARTY SITES](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

We may include hyperlinks on this Site to other websites or resources operated by parties other than THE LUXE LONDON, including advertisers. THE LUXE LONDON has not reviewed all of the sites linked to its Web Site and is not responsible for the content or accuracy of any off-site pages nor are we responsible for the availability of such external websites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external websites or resources.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [YOUR RIGHTS](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

You have certain rights under the law. In England these include:

* + 1. That any products you order through this Site will be of satisfactory quality, fit for their intended purpose, and will conform to any description given on this Site;
    2. Certain remedies if a product is defective; and
    3. A right to cancel any order for a product within 14 days after the date of receipt of the product and receive a full refund even if it is not defective (see Cancelling your order above).

Nothing in the TOS is intended to affect these rights. For more information about your rights contact your local Citizens Advice Bureau or Trading Standards Bureau.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [LIMITS ON OUR LIABILITY](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

Nothing in this Agreement is intended to affect your rights under the law (see "Your Rights" above).

If THE LUXE LONDON fail to comply with the TOS, we are responsible for loss or damage you suffer as a foreseeable result of us breaching the TOS. Loss or damage is foreseeable if it is obvious that it will happen or if, at the time the contract is made, both you and THE LUXE LONDON knew it might happen, for example, if you discussed it with us during the sales process. We will only be liable for loss or damage up to 150% of the total value of goods purchased.

We are not responsible for losses not caused by our breach or negligence, indirect losses which are a side effect of the main loss or damage and which are not reasonably foreseeable by you and us (for example, loss of profits or loss of opportunity).

We are also not responsible for failure to meet any of our obligations under the TOS where such failure is due to events beyond our reasonable control.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [COMPENSATION](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

At our request, you agree to compensate us fully, defend us, and hold us THE LUXE LONDON harmless immediately on demand, its officers, directors, agents, affiliates, licensors, and suppliers, from and against all liabilities, claims, expenses, damages and losses, including legal fees, arising from any breach of the TOS by you, including the use by any other persons accessing this Site using your Internet account caused by your action or inaction.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [OUR RELATIONSHIP](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

You acknowledge and agree that no joint venture, partnership, employment, or agency relationship exists between you and THE LUXE LONDON as a result of the TOS or your use of this Site. You agree that you may not and will not hold yourself out as a representative, agent, or employee of THE LUXE LONDON, and we shall not be liable for any representation, act, or omission on your part.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [NO WAIVER](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

If you breach the TOS and we take no action against you, we will still be entitled to use our rights and remedies in any other situation where you breach the TOS.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)

* [COMPLAINTS AND GOVERNING LAW](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en)

If you have a complaint about us email [help@theluxe.london](mailto:help@theluxe.london) giving full details including date of purchase and order reference number where applicable and your full name and address and contact details. The TOS together with all our policies and procedures will be governed by and construed in accordance to the English law and the relevant courts of England and Wales will have exclusive jurisdiction.

[Back to top](https://www.net-a-porter.com/Help/TermsAndConditions?lang=en#UP)