

1) Privacy policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from siaspasse.com (the “Site”).

PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information”.

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons”, “tags”, and “pixels” are electronic files used to record information about how you browse the Site.

Additionally when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number. We refer to this information as “Order Information”.

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

- Communicate with you;
- Screen our orders for potential risk or fraud; and
- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

SHARING YOUR PERSONAL INFORMATION

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Shopify to power our online store--you can read more about how Shopify uses your Personal Information here: <https://www.shopify.com/legal/privacy>. We also use Google Analytics to help us understand how our customers use the Site -- you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>. Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

BEHAVIOURAL ADVERTISING

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by using the links below:

- Facebook: <https://www.facebook.com/settings/?tab=ads>
- Google: <https://www.google.com/settings/ads/anonymous>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

YOUR RIGHTS

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

DATA RETENTION

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at siaspasse@gmail.com or by mail using the details provided below:

SIAS PASSÉ

[Re: Privacy Compliance Officer]

Marie Vybíralová, Foustkova 103/17, 61600 Brno, Czech Republic

2) Terms of service

OVERVIEW

This website is operated by SIAS PASSÉ Throughout the site, the terms “we”, “us” and “our” refer to SIAS PASSÉ. SIAS PASSÉ offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/ or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content. Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/ or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Our store is hosted on Shopify Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

SECTION 1 - ONLINE STORE TERMS

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws).

You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your Services.

SECTION 2 - GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time. You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

SECTION 3 - ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

SECTION 4 - MODIFICATIONS TO THE SERVICE AND PRICES

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

SECTION 5 - PRODUCTS OR SERVICES

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

SECTION 6 - ACCURACY OF BILLING AND ACCOUNT INFORMATION

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy.

SECTION 7 - OPTIONAL TOOLS

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input.

You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

SECTION 8 - THIRD-PARTY LINKS

Certain content, products and services available via our Service may include materials from third-parties.

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

SECTION 9 - USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address,

pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

SECTION 10 - PERSONAL INFORMATION

Your submission of personal information through the store is governed by our Privacy Policy. To view our Privacy Policy.

SECTION 11 - ERRORS, INACCURACIES AND OMISSIONS

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

SECTION 12 - PROHIBITED USES

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

SECTION 13 - DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall SIAS PASSÉ, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

SECTION 14 - INDEMNIFICATION

You agree to indemnify, defend and hold harmless SIAS PASSÉ and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

SECTION 15 - SEVERABILITY

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

SECTION 16 - TERMINATION

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.

If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

SECTION 17 - ENTIRE AGREEMENT

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

SECTION 18 - GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of Marie Vybíralová, Foustkova 103/17, 61600 Brno, Czech Republic.

SECTION 19 - CHANGES TO TERMS OF SERVICE

You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our

website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

SECTION 20 - CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at siaspasse@gmail.com.

3) INFORMATION ON ITEMS

For each item, we provide pictures and description containing all the relevant details.

In order to have further details on the item and its wearability, customers can write an email to siaspasse@gmail.com

ORDERS PROCESSING

SIAS PASSÉ reserves the right to refuse an order in the case in which Global Collect does not obtain the approval from customer's bank. Once an order made of available items has been placed, the order and any other information provided cannot be changed. Orders placed separately will be dispatched separately.

SIAS PASSÉ reserves the right to delay any shipment in case SIAS PASSÉ cannot properly process orders due to any reasonable causes that are irrelevant to SIAS PASSÉ's control. Delays can occur in the orders' processing.

SIAS PASSÉ reserves the right to refuse to process orders and/or service in any moment.

PRE-ORDERS

Pre-order are any orders made of items uploaded online that are not yet available in stock, whose delivery is set in the following weeks.

SIAS PASSÉ cannot be accountable for any delays, cancellations or variations made on pre-orderable items during the production stage.

SIAS PASSÉ will issue the invoice related to orders with pre-orderable items, placed by credit card, the day after its placement, or the next available working day.

The shipping country provided in the order confirmation for pre-orders cannot be later modified.

ORDERS STATUS

Your tracking number will be given to you via email after check out with the selected shipping provider and estimated delivery time.

Shipment & delivery

SHIPPING METHODS

SIAS PASSÉ delivers parcels all over the world via USPS, POSTNL, FEDEX and GLS. According to the current international regulations of commerce,

there will be an official invoice inside the parcel, along with the merchandise. The invoice will carry the total amount of the purchased merchandise in the same currency of the original order. Also the invoice will show the amount of each item purchased.

Available items

The amount of the transactions made by credit cards will be settled only when processing the order.

Please note that during seasonal sales and promotional sales, delay may occur in the order's processing.

Pre-orderable items

SIAS PASSÉ will process orders with pre-orderable items after the merchandise is delivered and available in stock.

Orders made by credit card will be invoiced the day after the order's placement, or the next working day, although the merchandise will be later shipped.

Delivery deadlines shown online reflect the delivery windows provided and confirmed by the suppliers.

In case the merchandise in pre-order fails in delivery, SIAS PASSÉ will promptly inform and refund customers.

Regarding order with available items and pre-orderable items, shipment will happen in 2 different phases:

- Available merchandise will be shipped within 2 weeks from the order's placement
- Pre-orderable items will be shipped right after items are available in stock.

Please note that is highly forbidden to declare lower amounts than the amount originally paid on the invoice; also it is forbidden to declare items as gifts. For these reasons, SIAS PASSÉ will deny such requests.

DELIVERY TIME

SIAS PASSÉ processes orders in Czech Republic, Brno from Monday through Friday. SIAS PASSÉ processes orders the day after the order's placement, or the next available working day. Orders placed from Friday to Sunday will be processed the following Monday.

SIAS PASSÉ ships all over the world via USPS, POSTNL, FEDEX and GLS. SIAS PASSÉ cannot be accountable for delays of the shipments due to meteorological conditions, customs inspections and other circumstances that are irrelevant to SIAS PASSÉ's control.

Delivery for shipments addressed to European Union with GLS takes 3-4 working days.

Delivery for shipments addressed to the rest of the world takes with FedEx 4-5 working days and 6-10 working days with PostNL.

SHIPPING COSTS

Shipping costs for each specific geographic area are listed below.

Please note that in case that, for any reason, customer refuses the delivery of the parcel, shipping costs and import duty fees related to the automatic return of the parcel to the sender will be charged to the customer.

This amount will be deducted from the total amount of the order to be refunded.

Shipments are dap (delivery at place), which means that the recipient of the shipment must take charge of any eventual import duties.

Import duties are charged once the parcel reaches its destination country. unfortunately, we have no control over these charges, and cannot tell you what the cost would be, as customs policies vary from country to country. it may be a good idea to contact your local customs office before you order, so you are not surprised by charges you were not expecting.

please note that customers take full liability for all shipment costs and any eventual customs charges even if they refuse to accept a parcel due to high import duties or taxes.

american customers: order under 800\$ can be imported free of any import duties.

australian customers: order under 1000AU\$ can be imported free of any import duties.

EUROPEAN COUNTRIES

Shipping costs: 14\$. Shipping is free for orders over \$200

Countries included: Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, The Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom, Malta.

UK

Shipping costs: 14\$. Shipping is free for orders over \$200

JAPAN

Shipping costs: \$14 via PostNL and 35\$ via FedEx.

SWITZERLAND

Shipping costs: \$14 via PostNL and 35\$ via FedEx.

HONG KONG

Shipping costs: \$14 via PostNL and 35\$ via FedEx.

UNITES STATES OF AMERICA

Shipping costs: \$14 via PostNL and \$30 via FedEx.

Shipping is free for orders over \$200 with USPS shipping method.

In order to complete the delivery, the customs bureau may ask customers' personal Social Security Number (SSN).

AUSTRALIA

Shipping costs: \$14 via PostNL and \$39 via FedEx.

REST OF THE WORLD

Shipping costs: \$20 via PostNL and \$35 via FedEx.

Please note that customers are to take care of any duty and tax fees.

Customers will correspond this amount to the carrier, according to the process recommended by the carrier itself.

SHIPMENT TRACKING

When the order will be tendered to the selected carrier, customers receive an email from selected shipment method providing the tracking number (AWB) related to the order. To monitor the status of your order, customers may visit selected shipment method website.

DELIVERY

At delivery time, customer are kindly invited to carefully inspect the parcel before signing and confirming the completed delivery of the same.

In case the customer receives a parcel that has been opened by Customs or by the Carrier for authorized inspections, the parcel will be closed with a guarantee seal by the specific body.

If the parcel appears damaged, customer is kindly invited to sign the delivery of the parcel with the note "Received unchecked", or to refuse the delivery of the parcel. In case the parcel will not result untouched, customers is kindly invited to open a claim with the selected carrier and contact siaspasse@gmail.com

If the parcel is not intact, and the customer signs the delivery without the note "Received unchecked", delivery will be deemed automatically accepted and consequently SIAS PASSÉ will not accept any related claim.

FAILED DELIVERY

By placing an order, customers establish a commercial relationship with SIAS PASSÉ and commit to accept delivery of the parcel related to the order placed. If the parcel cannot be delivered to the given shipping address due to

causes ascribable to the absent cooperation of the customer (wrong or incorrect phone number, wrong or incorrect shipping address, absent receiver), or if the customer refuses to collect the parcel, the parcel will be returned to the sender SIAS PASSÉ in Czech Republic, at customer's expense. The expense includes shipping costs and any duty and tax fees; the amount will be deducted from the total amount of the order to be refunded.

Prices & currency

Prices shown and final invoices will be in USD.

To allow customers understand the USD prices accuracy in their own currency, SIAS PASSÉ also shows the prices in several currencies, which are to be intended as merely indicative.

The final amount on credit cards may vary based on the fluctuations of currency and of the bank commissions. SIAS PASSÉ kindly suggests customers to contact their bank and be advised about the value of the prices' conversion and about the bank commissions related to the transaction.

Credit cards will be charged in USD, and the final price will be calculated and charged by applying the exchange rate specific of the day of the transaction.

4) Refund policy

Returns

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

Gift cards

Downloadable software products

Some health and personal care items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

Book with obvious signs of use

CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened

Any item not in its original condition, is damaged or missing parts for reasons not due to our error

Any item that is returned more than 14 days after delivery

Refunds (if applicable)

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 of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at siaspasse@gmail.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at siaspasse@gmail.com and send your item to: Marie Vybíralová, Foustkova 103/17, 61600 Brno, Czech Republic

Shipping

To return your product, you should mail your product to: Marie Vybíralová, Foustkova 103/17, 61600 Brno, Czech Republic

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.