This website is owned and operated by:

Drukthar, 15 SPA Road, Bermondsey, London SE16 3SA

For customer services and enquiries, please contact us on **drukthar@tibetanwisdom.ac.uk**

**1. HOW TO PLACE AN ORDER**

Orders can be placed through our website. After you have placed an order with us, we will email you within two working days with an order confirmation and additional information relating to your order. Once you have received an order confirmation from us you will have entered into a purchase contract with us.

In the unlikely event that there is an error with pricing or the goods are no longer available, we will advise you of this. In this case you will not receive a confirmation email and there will be no contract between us.

Tibetan Wisdom reserves the right to cancel an order or transaction at any time, for any reason. Refusal of service is at the sole discretion of the company.

**2. DELIVERY**

We deliver using a variety of logistics partners depending on the size of the item and destination. While we do everything we can to adhere to delivery times stated, Tibetan Wisdom cannot be held responsible and will not accept liability or provide compensation for any delays whether in our control or not.

Our products are quality checked before dispatch to ensure they are in perfect condition. Please inspect your goods upon arrival and do not sign for them unless you are certain that they have arrived in good condition. If you are unable to check the contents on arrival please specify on the delivery note that you have inspected the box only (remark on its condition if possible) and please check goods within 24 hours. If you sign for the goods and they turn out to have been damaged, neither the transport company nor Tibetan Wisdom will assume liability.

In order to keep your goods in the best condition possible during transit, they are carefully packaged to avoid damage. It is essential you keep the packaging until you are 100% satisfied with your order. If you wish to return your order for any reason we can only accept the products if returned in their original packaging. It also essential to keep the packaging until you are 100% satisfied with the order because in case of damage the delivery company will need to inspect the packaging.

Our standard delivery service is kerbside only. Where alternative delivery arrangements are requested by you, any additional costs incurred will be charged to the customer. Tibetan Wisdom may refuse to organise such alternative delivery arrangements and may cancel your order accordingly.

The customer is responsible for ensuring that access to the address is suitable for the goods ordered. For example, doorways should be large enough, ample space to manoeuvre the items through the property is required and parking should be available outside, for successful delivery. If in doubt, we recommend a full site survey is conducted prior to placing your order. Tibetan Wisdom will not be liable to pay for any additional charges or damages caused to your goods or property due to access restrictions.

Where the property access is restricted (e.g. second floor or higher, no lift or narrow stairwells) delivery could incur additional charges and the customer should notify us of all details when placing the order. Tibetan Wisdom will not accept cancellations on the grounds of access issues that were not declared at the time of placing your order. In case of deliveries failing due to the customer not having requested alternative appropriate delivery arrangements where standard delivery is not appropriate, any additional costs (e.g. to arrange for a new delivery or temporary storage) will be the customer’s responsibility.

Please be aware that although we expect our logistics partners to take every care when delivering your products, Tibetan Wisdom cannot be held responsible for any damages that occur to your property or possessions whilst the delivery is in process. It is your responsibility to take every care to keep the delivery area free from obstacles or damage.

**3. CANCELLATIONS**

Any products returned should be unused and in their original packaging.

If you request to cancel your order we will issue you with further instructions on how to return the goods to our warehouse in the United Kingdom or we will arrange collection of the goods from you.

Once the goods have arrived in our warehouse and have passed our return quality control procedure, we will refund to you the amount you paid for your goods minus the actual delivery and collection costs we incurred in relation to your order, subject to these costs never exceeding 20% of the goods purchased. Any delivery charges are non-refundable.

Tibetan Wisdom reserve the right to refuse a refund or to make only a partial refund if we find that the product has been returned to us in a condition that is unsuitable for resale.

Made-to-order products or customised items are not eligible for refunds unless they are proven to be faulty.

For security reasons, refunds are given by the same method that the original payment was made by.

**4. FAULTY GOODS**

We work hard to ensure your goods arrive in perfect condition. However, if you should find any problem with your order please contact us immediately. Please do not attempt to fix the problem yourself – contact us first. We are unable to accept any goods back if changes have been made, as this will invalidate the warranty.

Notification of damage to any products received must be given to Tibetan Wisdom in writing within 5 working days of delivery by providing Tibetan Wisdom with images of packaging and damages.

Any returns must be agreed in advance by Tibetan Wisdom and will only be accepted if products are returned in original packaging and unused. Upon receipt of the returned goods, Taste Tibet will inspect them and subsequently refund you the purchase price paid or arrange for a replacement item to be delivered to you.

**5. IMAGES/DISPLAY**

We try to display our products as accurately as possible on our website. However, as different computers display different colours, we cannot guarantee the complete accuracy of the pictures or photographs shown.

1. **Promotional emails and content**

You agree to receive from time to time promotional messages and materials from us, by mail, email or any other contact form you may provide us with (including your phone number for calls or text messages). If you don't want to receive such promotional materials or notices – please just notify us at any time.

**7. DISCLAIMER**

Any typographical, clerical or other accidental errors or omissions on documentation or information issued by Tibetan Wisdom shall be subject to correction without liability on the part of Tibetan Wisdom. Tibetan Wisdom reserves the right to cancel any order if the customer has breached one or more of these Terms & Conditions or has been subjected to any insolvency procedure or if any amounts owed by the customer to Tibetan Wisdom become overdue or if unforeseen events arise that materially impact Tibetan Wisdom’s ability to execute the order as agreed with the customer (e.g. unexpected fluctuations in raw material availability). All lead times provided by Tibetan Wisdom (including all lead times provided in this price list) are estimates only and whilst Tibetan Wisdom will do its utmost to meet delivery dates, it shall not be under any liability whatsoever for delay in estimated delivery times or failure to deliver for any cause, or from any loss or damages that arise. Tibetan Wisdom will not be liable for any damages in the event that the customer has not complied with directions provided concerning the assembly of a product or for any damages arising from misuse or lack of maintenance and care of the delivered items. Tibetan Wisdom will not accept or pay for any invoice sent by third parties for the repair of defective products. Tibetan Wisdom reserves the right to alter packaging dimensions or weights without prior notice.

**8. PRIVACY POLICY**

For our privacy policy, please see Privacy Policy.

**9. APPLICABLE LAW**

The agreements regulated by these Terms & Conditions shall be governed by the laws of the United Kingdom and the customer agrees to submit to the exclusive jurisdiction of the UK courts.