

Red Shopping – Terms & Conditions

Effective Date: June 2025

1. Introduction

These Terms and Conditions ("Terms") govern the relationship between Red Shopping ("we", "us", "our") and the client ("you", "your") for the provision of personal shopping and luxury sourcing services. By placing an order or engaging with us in any capacity, you confirm that you have read, understood, and agreed to be legally bound by these Terms in full.

2. Nature of Service

Red Shopping is a UK-based independent personal shopping and sourcing concierge. We procure luxury fashion items, handbags, timepieces, and accessories at the request of clients through reputable third-party boutiques, resellers, and suppliers.

We are not affiliated with, endorsed by, or authorized by any luxury brands. All trademarks, brand names, and product imagery remain the intellectual property of their respective owners and are used for identification purposes only.

3. Order Process and Payment Terms

All items are sourced on demand based on your confirmed request.

Full payment is required before procurement begins. Once payment is received, orders are final and non-cancellable, unless otherwise agreed in writing.

Quotes are valid for 48 hours and are subject to item availability, currency fluctuations, and supplier pricing.

If applicable, deposits for item reservation are non-refundable unless the item becomes unavailable due to supplier constraints.

4. Product Authenticity

We take reasonable and commercially prudent measures to ensure all items are 100% authentic, sourcing only from trusted European boutiques and verified resellers.

In the event of a concern regarding authenticity:

- A written claim must be submitted within 3 calendar days of delivery.
- We may require a third-party authentication report.
- If the product is proven inauthentic by a qualified party, a full refund will be issued.

5. Returns and Complaints

Due to the bespoke nature of our services, all sales are final and not subject to return, refund, or exchange, unless one of the following applies:

- The wrong item (brand, model, size, or colour) was delivered.

- The item is materially not as described.
- The item is significantly damaged on arrival.
All complaints must be reported within 48 hours of delivery, including clear photographs and written explanation. Late submissions may not be accepted.

6. Packaging and Product Condition

Unless otherwise stated in writing:

- Retail packaging (e.g., boxes, ribbons, receipts, dust bags) is not guaranteed.
- Minor in-store handling signs may exist and do not qualify as defects.
- All goods are inspected prior to dispatch and condition recorded.

7. Shipping and Customs

We arrange tracked international shipping using reputable couriers.

Delivery timelines are estimates and not guaranteed.

You are solely responsible for any customs duties, VAT, taxes, or import fees imposed by the destination country.

We are not liable for delays, customs seizures, or rejections outside of our control.

8. Client Responsibility

You are responsible for ensuring the accuracy of all information provided during the ordering process, including product details, shipping address, and contact information.

We are not liable for issues arising from incorrect or incomplete information submitted by you.

9. Communication and Binding Confirmations

Order confirmations may occur via email, WhatsApp, WeChat, or similar written channels.

Where written confirmation is received by both parties via messaging platform or email, it is deemed contractually binding under these Terms.

10. Currency and Exchange Rates

All pricing is calculated based on real-time exchange rates at the time of quoting.

Payments must be made in the agreed currency or its GBP-equivalent at the rate on the payment date.

Currency fluctuation after payment shall not affect the agreed price.

11. Limitation of Liability

To the fullest extent permitted by law, Red Shopping shall not be held liable for:

- Any indirect, incidental, or consequential losses

- Delays or damages resulting from third-party suppliers, logistics providers, or customs authorities
- Any loss of opportunity, income, or resale value
Our maximum aggregate liability is strictly limited to the amount paid for the specific order in question.

12. Intellectual Property

All brand names, product titles, images, and logos used by Red Shopping are the property of their respective owners. We make no claim of official representation. Their use on our platforms is solely for descriptive purposes in line with applicable laws.

13. Force Majeure

We shall not be held liable for any delay or failure in fulfilling obligations resulting from events outside our reasonable control, including but not limited to: natural disasters, wars, civil unrest, pandemics, supply chain disruptions, customs strikes, or unforeseen shipping delays.

14. Right to Refuse Service

We reserve the right to decline or terminate service at our sole discretion in cases of abuse, fraud suspicion, unreasonable demands, or violation of these Terms. In such cases, any unused portion of prepayment may be refunded at our discretion.

15. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of England and Wales.

All disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

16. Data Protection and Privacy

We collect personal data strictly as required to fulfill your order and provide support.

Data is stored securely and is not shared with third parties except where necessary for processing (e.g., logistics providers or payment platforms).

By using our services, you consent to such data usage in line with UK GDPR requirements.

17. Contact Information

All formal correspondence, complaints, and service inquiries should be directed to:

Email: admin@redshopping.co.uk