

# Merchant Rock Terms and Conditions

## Definitions

'We'- Refers to Merchant Rock registered trademark of D&S Personnel Ltd.

'You'- Refers to the person or company that is using the services and purchasing the products available on the website.

'Website'- Refers to merchantrock.com

## General

Merchant Rock is the registered trademark of D&S Personnel Ltd. D&S Personnel Ltd owns and operates this website merchantrock.com.

This document governs your relationship with Merchant Rock. Your access to and use of this website and the products and services available through this website (collectively, the "services") are subject to the following terms, conditions and notices (the "Terms of Service").

By using this website and its services you are agreeing to all of the Terms of Service which may be updated by us from time to time. It is your responsibility to check this page regularly to take notice of any changes we may have made to the Terms of Service.

Access to this Website is permitted on a temporary basis, and we reserve the right to withdraw or amend the Services without notice. We will not be liable if for any reason this Website is unavailable at any time or for any period. From time to time, we may restrict access to some parts or all of this Website.

This Website may contain links to other websites (the "Linked Sites"), which are not operated by Merchant Rock. Merchant Rock has no control over the Linked Sites and accepts no responsibility for them or for any loss or damage that may arise from your use of them. Your use of the Linked Sites will be subject to the terms of use and service contained within each such site.

## Privacy Policy

Our privacy policy, which sets out how we will use your information, can be found on the website under the Privacy Policy

link. By using this Website, you consent to the processing described therein and warrant that all data provided by you is accurate.

### Returns Policy

Our returns policy, which sets out the process and conditions of returning goods, can be found on the website under the Return's Policy link. By using this Website and services Merchant Rock provides you consent to the processing described therein.

### Prohibitions

You must not misuse this Website. You will not: commit or encourage a criminal offense; transmit or distribute a virus, trojan, worm, logic bomb or any other material which is malicious, technologically harmful, in breach of confidence or in any way offensive or obscene; hack into any aspect of the Service; corrupt data; cause annoyance to other users; infringe upon the rights of any other person's proprietary rights; send any unsolicited advertising or promotional material, commonly referred to as "spam"; or attempt to affect the performance or functionality of any computer facilities of or accessed through this Website. Breaching this provision would constitute a criminal offense and Merchant Rock will report any such breach to the relevant law enforcement authorities and disclose your identity to them.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of this Website or to your downloading of any material posted on it, or on any website linked to it.

### Intellectual Property, Software and Content

The intellectual property rights in all software and content (including photographic images) made available to you on or through this Website remains the property of Merchant Rock and its owners (D&S Personnel Ltd) and are protected by copyright laws and treaties around the world. All such rights are reserved by Merchant Rock and its owners (D&S Personnel Ltd). You may store, print and display the content supplied solely for your own personal use. You are not permitted to publish, manipulate,

distribute or otherwise reproduce, in any format, any of the content or copies of the content supplied to you or which appears on this Website nor may you use any such content in connection with any business or commercial enterprise.

### Terms of Sale

By placing an order, you are offering to purchase a product on and subject to the following terms and conditions. All orders are subject to availability and confirmation of the order price.

All Merchant Rock deliveries will be sent via a secured delivery vendor.

All deliveries will require a signature upon delivery.

Dispatch times may vary according to availability and subject to any delays resulting from postal delays or force majeure for which we will not be responsible.

Please be advised that on all overseas deliveries, Merchant Rock is not responsible for any custom duties, local taxes or import duties which are levied once the shipment reaches your country.

Customs policies will vary widely between different countries. Merchant Rock recommends that you contact your local customs office for further information.

In order to contract with Merchant Rock, you must be over 18 years of age and possess a valid credit or debit card issued by a bank acceptable to us. Merchant Rock retains the right to refuse any request made by you. If your order is accepted we will inform you by email.

When placing an order, you undertake that all details you provide to us are true and accurate, that you are an authorized user of the credit or debit card used to place your order and that there are sufficient funds to cover the cost of the goods. The cost of products and services may fluctuate. All prices advertised are subject to such changes.

#### (a) Our Contract

When you place an order, you will receive an acknowledgement e-mail confirming receipt of your order: this email will only be an acknowledgement and will not constitute acceptance of your order. A contract between us will not be formed until we send you confirmation by e-mail that the goods which you ordered have been dispatched to you. Only those goods listed in the

confirmation e-mail sent at the time of dispatch will be included in the contract formed.

#### (b) Pricing and Availability

Whilst we try and ensure that all details, descriptions and prices which appear on this Website are accurate, errors may occur. If we discover an error in the price of any goods which you have ordered we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund in accordance with the returns policy.

Delivery costs will be charged in addition; such additional charges are clearly displayed where applicable and included in the 'Total Cost'.

#### (c) Payment

Upon receiving your order, we carry out a standard authorization check on your payment card to ensure there are sufficient funds to fulfil the transaction. Your card will be debited upon authorisation being received.

#### VAT

In the case of orders to be delivered to EU countries; until we have been able to check the validity of your VAT number you will be charged the relevant VAT rate for your country. Until your EU VAT number has been verified by us you will be liable for the difference between the relevant VAT rate associated with your EU country and the UK 20% vat rate.

If you do not provide a valid VAT number relevant to your jurisdiction we will not be able to release goods. You will then be requested to pay the difference between the VAT rate relevant to your EU country and the UK VAT rate. Your goods will still be delivered to the requested address upon payment of any owed sums.

If you confirm your delivery address is outside of the European union you will not be charged VAT.

### Purchase of products manufactured using Swarovski® Branded Crystal

If you choose to purchase goods from Merchant Rock which are manufactured using Swarovski® branded crystals you will be bound by the Swarovski branding usage guidelines.

These guidelines are available in PDF format found in the 'own tab' on every product embellished with a Swarovski branded crystal. These guidelines will be provided to you upon sale/delivery.

### Disclaimer of Liability

The material displayed on this Website is provided without any guarantees, conditions or warranties as to its accuracy. Unless expressly stated to the contrary to the fullest extent permitted by law Merchant Rock hereby expressly exclude all conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity and shall not be liable for any damages whatsoever, including but without limitation to any direct, indirect, special, consequential, punitive or incidental damages, or damages for loss of use, profits, data or other intangibles, damage to goodwill or reputation, or the cost of procurement of substitute goods and services, arising out of or related to the use, inability to use, performance or failures of this Website or the Linked Sites and any materials posted thereon, irrespective of whether such damages were foreseeable or arise in contract, tort, equity, restitution, by statute, at common law or otherwise.

### Disclaimer as to ownership of trade marks, images of personalities and third-party copyright

Except where expressly stated to the contrary all persons (including their names and images), third party trademarks and content, services and/or locations featured on this Website are in no way associated, linked or affiliated with Merchant Rock and you should not rely on the existence of such a connection or affiliation. Any trademarks/names featured on this Website are owned by the respective trade mark owners. Where a trade mark or brand name is referred to it is used solely to describe or identify the products and services and is in no way an assertion that such products or services are endorsed by or connected to Merchant Rock.

### Indemnity

You agree to indemnify, defend and hold harmless Merchant Rock, its directors, officers, employees, consultants, agents, and affiliates, from any and all third-party claims, liability, damages and/or costs (including, but not limited to, legal fees) arising from your use of this Website or your breach of the Terms of Service.

### Variation

Merchant Rock shall have the right in its absolute discretion at any time and without notice to amend, remove or vary the Services and/or any page of this Website.

### Invalidity

If any part of the Terms of Service is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of the Terms of Service will not be affected all other clauses remaining in full force and effect. So far as possible where any clause/sub-clause or part of a clause/sub-clause can be severed to render the remaining part valid, the clause shall be interpreted accordingly. Alternatively, you agree that the clause shall be rectified and interpreted in such a way that closely resembles the original meaning of the clause /sub-clause as is permitted by law.

### Complaints

We operate a complaint handling procedure which we will use to try to resolve disputes when they first arise. Please contact us via email if you wish to discuss any matters that concern you: [info@merchantrock.com](mailto:info@merchantrock.com).

### Waiver

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

### Entire Agreement

The above Terms of Service constitute the entire agreement of the parties and supersede any and all preceding and contemporaneous agreements between you and Merchant Rock. Any waiver of any provision of the Terms of Service will be effective only if in writing and signed by a Director of Merchant Rock.