

PRIVACY POLICY

Delphine The Label understands that your privacy is important to you. We therefore endeavor, at all times, to maintain the highest standards of security of personal information.

We have developed strict privacy practices, in the hopes that we will be able to make you feel comfortable with your online shopping experience with us.

This Privacy Policy has been prepared for your information and convenience. Please read it carefully to understand how we request, collect, store and handle your information. Once you engage in our service we assume that you have read and agreed to the use of your personal information in the following ways, or ways incidental to these uses.

COLLECTION OF INFORMATION

Delphine The Label will only ever request information of a personal nature from you at the time that it becomes vital to us, in order to fulfill one of our business activities or functions. We will only ever use such information in carrying out our service to you, to the best of our ability.

If you choose to shop with us online at Delphine The Label we may request one or more of the following pieces of information from you:

Your full name Your e-mail address

Your contact telephone number

Your postal address

Your payment information

The information we might require is not necessarily limited to the aforementioned details and may extend to include any piece of information reasonably necessary to complete or assist with your order in the ordinary course of business.

USE AND STORAGE OF INFORMATION

We will use any necessary information to fulfill your current order, and we may store details for the purposes of streamlining your experience in the future.

Your e-mail address may be used to update you about Delphine The Label products or promotions. If you wish to stop receiving such marketing communications, please contact us and we will remove your e-mail from our subscription list. You are welcome to re-join us at any time!

We always store your personal information as carefully and securely as possible- whether that is in physical or electronic format. The only persons who will have access to your information will be employees or authorized agents of Delphine

Runway. Information will only ever be accessed at the time that we need to use it to fulfill your order, assist you in correspondence of a customer service nature or update you about promotional offers, sales or other Delphine The Label information.

Information is treated as highly confidential by any party who deals with it. When information is no longer required it is deleted or otherwise destroyed.

Delphine The Label will never share your information with any third party without your express consent.

ACCESS TO INFORMATION

The law permits you to request access to your personal details, whenever you choose. If you need to view or edit your personal information held by Delphine The Label please contact us directly and we will comply with your request within a reasonable timeframe.

We will not allow a third party to gain access to your information for the purposes of editing it on your behalf.

COOKIES

Delphine The Label may also collate specific pieces of non-identifiable information about your visit to our website. The use of 'Cookies' enables us to retain information, which includes, but is not limited to: navigational information, referring websites and location information.

This information is used mainly for statistical purposes but may also be used to improve your experience by, for example, remembering your preferences or the contents of your shopping cart.

This information is always 100% anonymous. No attempt to match it up with your identifiable details is ever made, under any circumstances.

You are; of course, welcome to disable 'Cookies' by altering the settings on your device. This will prevent the process of the transfer of this information.

SOCIAL MEDIA INFORMATION

With the constant growth of social media and communication via this platform ever increasing, we want to assure customers that Delphine The Label will handle any and all information shared over social media in strict accordance with this Privacy Policy. We will take care at all times to protect your details.

We cannot, however, guarantee the security of your information when it comes to its use or misuse by any third party who may also have access to these platforms. Please use caution when sharing information in these public forums.

DATA OVER THE INTERNET

The Internet is a global network. Therefore, any data that you transmit whilst using the Internet, is transmitted globally. By accessing and using the Delphine The Label website you are authorizing the global transmission of your data.

Delphine The Label will not be held responsible for any consequences that flow from such automatic transmission.

CHANGES TO PRIVACY PRACTICES

We may occasionally make amendments to our privacy practices and processes. Any changes that would effect the way in which we request, collect, store or deal with your information, will be published here. We reserve the right to make these changes without notice or consequence.

Delphine The Label asks all users to remain up to date with this policy. Any changes will take immediate effect from their time of publication and will apply to all users, without exception. Your continued access to and use of our website and service is taken as your awareness and consent to any changes we may make.

This Privacy Policy is current as of July 2015. If you have any questions or concerns about how we commit ourselves to our privacy obligations, please feel free to contact us at any time.

RETURNS INFORMATION

At Delphine The Label we pride ourselves on 100% customer satisfaction. We want you to love your pieces and love wearing them as much as we love creating them.

If you receive your order and you are not completely happy with it, please contact us within 14 days of purchase, and tell us a little bit about why the item is not right for you.

We will make every attempt to assist you in finding a replacement item or resolve any issue you may have with your current item.

If we are unable to resolve your complaint to your satisfaction, we will gladly provide a full refund, provided we receive your item within the prescribed return time period of 14 days after purchase and provided that all other return criteria are met.

Our other criteria for a successful return for exchange or refund is as follows:

****All Sales items are final sale and not subject to a refund or exchange ****

Item must be unused, unworn and undamaged; Item must be in brand new, saleable condition; Item must have all original tags attached;

- Item must be accompanied by all original and undamaged packaging;
- Item must be returned with receipt/invoice or other proof of purchase.

We will process refunds via your original method of payment once we have received your item and determined that all our requirements have been met. Refunds may take up to 7 days to process.

Customers will be responsible for paying the return shipping costs to Delphine The Label, and any costs associated with shipping a replacement item, if applicable.