

terms and conditions

Requesting Services

- Contact us via email, Whatsaap or Instagram, to request services.
- Our agreement is formed when we confirm acceptance in writing (via email, Whatsaap Instagram).
- Once services are initiated, cancellation is not possible, and fees may apply.
- We are not liable for delays due to circumstances beyond our control.

Fees and Payments

- Flat-rate fees apply for sourced items, subject to change based on various circumstances such as product availability, location, and specific client requirements.
- Payment card details may be required to secure services and purchases.
- For the first card order, proof of ID and address must be provided.
- Invoices are due immediately upon item sourcing confirmation.
- Payment options: Bank Deposit, Cash, or Credit Card (surcharge applies).
- Items shipped via DHL Express within 5 business days of payment.
- Payment processing via "Squareup" platform with SSL encryption.
- Non-payment may result in contract termination.

Purchasing Products

- Products purchased from selected third-party retailers/suppliers.
- Personal data may be shared with retailers for order processing.
- Retailers have own processing times, delivery methods, prices, and return policies.
- Import taxes/duties not included in prices, to be paid by client.

Delivery

- We utilize a third-party delivery company, DHL, for shipping items to clients.
- DHL assumes responsibility for the box once it is collected from our premises.
- It is the client's responsibility to arrange insurance for the box with DHL to protect against loss or damage during transit.

Product

- Product details, images, and descriptions provided to you are sourced from retailers.
- While efforts are made to ensure accuracy, slight variations may occur.
- Handmade items may have slight variations in construction.
- Gemstone and leather materials are natural, resulting in unique products.
- No guarantees are made regarding product consistency.

Product Quality and Returns & Exchanges

- While we strive to provide high-quality products, we cannot guarantee their satisfactory quality as they are sourced from multiple reputable suppliers.
- In the event that the products you receive are not as described, flawed, or not fit for their intended purpose, we will assist you in returning them to the retailer on your behalf. We follow the retailer's returns policy to ensure a smooth process.
- It's important to note that retailers typically reserve the right to evaluate returned products before agreeing to any refunds, exchanges, or repairs. They often offer refunds for manufacturing defects but may not provide refunds for damage caused by customer mishandling.
- This means that we cannot promise or ensure the quality of the products you purchase through us. The quality and warranties associated with the products are determined by the brand that created the product you are acquiring.
- Additionally, if any problems arise with the item at a later time, it is the client's responsibility to deal with the brand directly. We will provide support and assistance wherever possible throughout the initial return, exchange, or refund process to ensure your satisfaction with our services.
- If you wish to return a product for reasons other than those outlined above (e.g., change of mind or size), you can only do so within the parameters set by the retailer from whom the item was sourced. We will assist you as much as possible with such returns, but you agree to bear any associated costs.
- Please note that retailers may have different return policies. Some may permit exchanges but not refunds, while others may offer credit notes or accept full returns and refunds within a specified timeframe.
- It's important to understand that any fees charged by CAMILA for services or product sourcing are non-refundable in the event of a return, exchange, or refund.
- Please note that products from the Chanel brand are excluded from our return and exchange policy.