

1. PRODUCT AND PRICE

- 1.1 Each **ANBRUS bracelet** is personalised handcrafted by our artisan which result that each **ANBRUS bracelet** will be different between one to each other.
- 1.2 Product materials consist of silver casting for letters, guaranteed handmade Murano glass beads and silver casting magnetic lock which represent our brand logo.
- 1.3 Each Murano glass beads are handmade which result every piece will be not exactly in the same size and shape between one to each other.
- 1.4 Due to different pixels on screen, colours that appeared probably will be different from real product colours.
- 1.5 All prices in EUR incl. 22% Italian VAT.

2. ORDER(S) PROCESSING

- 2.1 After you submitted and confirmed order(s), the system will automatically send 'ORDER CONFIRMATION' email to your registered email address consist of order reference number and ordered product details.
- 2.2 Each order(s) will be processed within 2 working days upon receiving.
- 2.3 ANBRUS have rights to reject the order(s) if doesn't meet our Order(s) Basic Criteria.

3. ORDER(S) BASIC CRITERIA

- 3.1 www.anbrus.com is an e-commerce platform that allowed client(s) to make customised bracelet.
- 3.2 Order creation which been made through site www.anbrus.com are client(s) responsibilities. Subject

to copyright will be on customers behalf.

- 3.3 ANBRUS have rights to reject order(s) that expresses hate and/or encourages violence towards a person or a group based on something such as race, religion, sex or sexual orientation.

4. PAYMENT

- 4.1 Payment shall be made by one of the methods you have selected during the checkout process (Visa, Mastercard, Maestro) using third party STRIPE or Paypal.
- 4.2 In the event we do not receive the appropriate authorization from your card or payment service provider, we reserved the right to reject your order(s).

5. SHIPPING

- 5.1 Once the order(s) ready, we will send to you 'SHIPPING CONFIRMATION' email with our third party's package tracking code.
- 5.2 Delivery time will be varied depends on your locations.

6. RETURN POLICY

- 6.1 Due to its personalisation, each **ANBRUS bracelet** cannot be exchanged or returned unless you received damaged, faulty or not as ordered (as in materials, colours or design) product(s) caused from our production laboratory.
- 6.2 You have 14 days right to return of the damaged, faulty or not as ordered (as mention in point 6.1)

product(s) calculated from received date.

- 6.3 Please kindly email to helloanbrus@gmail.com by attaching photo of faulty/damaged/not as ordered product(s) which you wish to return by attaching also copy of invoice.
- 6.4 Product(s) should be return in their original packaging and unused.
- 6.5 We will resend the new product(s) within 5 working days after we accepted the return product(s).

7. GENERAL DATA PRIVACY REGULATIONS

The General Data Protection Regulation (GDPR) that comes into force on 25 May 2018 has the goal of harmonizing regulations concerning the protection of privacy in the European Union. The GDPR extends the reach of the current directive to cover all data processed not just European individuals and legal entities, but also non-European companies or organizations that process data about European citizens.

You have the rights to access and correct your Data.

To find more information about GDPR for citizens :

https://ec.europa.eu/info/law/law-topic/data-protection/reform/rights-citizens_en