

## TERMS & CONDITIONS OF ONLINE STORE (IRELAND)

Store name: Love Moon

Owner: Love-online-shop-moon

Address: 2BG Crestfield Center, Glenmire, Co. Cork

Contact: info@love-online-shop-moon.com

### §1. Store Information

1. The online store operates under the name Love Moon.
2. The store is owned by Love-online-shop-moon.
3. Address: 2BG Crestfield Center, Glenmire, Co. Cork.
4. Contact: info@love-online-shop-moon.com

### §2. Definitions

Store – the website offering products/services.

Customer – any individual or entity placing an order.

Consumer – a customer purchasing goods for non-business purposes.

Terms & Conditions – this document.

### §3. General Conditions

1. These Terms & Conditions define the rules for using the store.
2. The customer must read the Terms & Conditions before making a purchase.
3. Using the store constitutes acceptance of the Terms & Conditions.

### §4. Orders

1. Orders can be placed online 24/7.
2. The customer must provide accurate contact information.
3. An order is confirmed once the customer receives an email confirmation.
4. The store may refuse an order in specific cases, such as stock issues or pricing errors.

### §5. Prices & Payments

1. All prices are listed in euro (€) and include VAT when applicable.
2. Accepted payment methods include credit/debit card, PayPal, and bank transfer.
3. Price changes do not affect orders already confirmed.

#### §6. Delivery

1. Deliveries are made within Ireland.
2. Deliveries are fulfilled by an external courier service.
3. Standard delivery time: 1–3 business days.

#### §7. Right to Withdraw (Returns)

1. Consumers have the right to withdraw from the contract within 14 days.
2. Refunds are issued within 14 days after the returned product is received.

#### §8. Complaints

1. Products must comply with the contract in accordance with the Consumer Rights Act 2022.
2. Complaints may be submitted via email.
3. The store responds to complaints within 14 days.

#### §9. Liability

1. The store is not responsible for misuse of products.
2. The store's liability is limited to the value of the order.

#### §10. Personal Data / GDPR

1. Personal data is processed in accordance with GDPR regulations.
2. Customers have the right to access, correct, and delete their data.

#### §11. User Accounts

1. Creating an account is optional.
2. Customers are responsible for protecting their login credentials.

#### §12. Final Provisions

1. These Terms & Conditions are governed by Irish law.

2. The store may modify the Terms & Conditions.