

## **Terms and Conditions**

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use.

Graven is a corporate brand registered in Portugal and in several European and Asian countries.

## **Content**

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## **Shopping**

Like any shopping experience, terms and conditions are applied to transactions in this website. If you purchase our product, these Terms shall apply to the sales contract between you and Graven along with Privacy Policy and Terms of Service. The minimum age to be able to pre orders on our website is 18 years old.

## **Returns**

You have the right to cancel your order or return a product for any reason. To return a product purchased in Graven's online store or cancel an order, send your intention to return or cancellation within 14 days. Towards an act of return, these 14 days will tell from the moment you are in possession of the product. If, in turn, is either the cancellation order, these 14 days will tell from the moment it receives the email from the reception of the order confirmation. To exercise these rights, should clearly indicate its intention to return a product or cancel an order. To do this, you must notify us via email [sales@graven.uno](mailto:sales@graven.uno). After receiving notice of your intention to return, enough return the product with the original receipt and packaging within 14 days. So proceed to the collection of the product or, if collection is made by a carrier, receive the product or proof of your shipment, we will reimburse based on the original method of payment within 14 days. If the product is damaged, we can change the amount of reimbursement in accordance with the lowest value of the product. We will reimburse all costs incurred by you relating to the product or service, except for the cost of express delivery (where not select normal delivery).

## **Price and changes**

Graven reserves the right, at any time, to change the prices of the products presented on the site and fixes any errors that may inadvertently occur. Any changes to rates will not affect an order already accepted. If an error occurs on a price, we will notify you of the same and allow the transaction to go ahead with the correct price or cancel your order at no cost.

## **Order and order confirmation**

To make an order for products, you can access the page **store.graven.uno** and add the desired products to the shopping cart, complete the purchase (using the desired payment method) with your ID and wait for the delivery of articles.

After we receive your order, we will proceed to issue an order confirmation email with your purchase information. After the order is processed and prepared for shipment, you will receive an email stating that the order has been shipped.

If the item is not in stock, it will be possible for you to make a pre-order. We will send you an email when the product is available for purchase.

When adding an item to the cart, you are not reserving the item. The item will be reserved for shipment when the purchase is complete. For an example, if there is 1 pair of Swain number 42 (EUR) and two users are buying it in Graven's online store at the same time, the item will be available for both, but reserved only for the user that completes the purchase first. The second user will not be able to complete the purchase because the item will then appear "out of stock".

## **Delivery and shipping**

Graven offers normal shipping. You can view shipping prices when making a purchase. Delivering takes 5 days in Europe and 7 days in other countries.

Please note that the order of delivery date may change due to a series of events that are beyond our control, after ordering leave our premises. However, we will notify you regarding any significant delays and work with you to ensure a smooth delivery.

For transport service and delivery of the order made, it includes an insurance policy that safeguards the purchase made for cases of theft, loss or damage.

## **Warranty**

Graven provides a limited one-year warranty against defects in material. A limited warranty to two years, according to consumer legislation (Article 5 of Law 67/2003 of 8 April).

## **Payment options**

Graven offers you payment by Paypal. Other payment options will be added soon.