

Our Privacy Statement

Introduction

Bella Rosa Lingerie takes your privacy seriously and takes the appropriate actions to protect your data.

Bella Rosa Lingerie Limited is a private limited company incorporated and registered in England. Registered Office: Bella Rosa Lingerie Ltd, 2 Lakeview Stables Lower St. Clere, Kemsing, Sevenoaks, England, TN15 6NL

Information Collected

We collect information automatically about your visit to our sites. The information obtained in this way, which includes demographic data and browsing patterns, is only used in aggregate form and allows us to improve the service we provide.

We use information in aggregate form (so that no individual user is identified) to build up marketing profiles, to aid strategic development.

Use of Your Personal Data

Bella Rosa Lingerie Ltd may use your personal data for the following purposes:

- To Provide and maintain our service
- To contact you
- To provide you with news
- To manage your requests and orders

We do not share your personal data with any third parties.

All confidential information, including credit card details, is held securely and only transmitted in an encrypted form. Customer details are not passed to third parties and are used only in accordance with the Data Protection Act.

You agree to indemnify us against any claims, losses, liabilities, damages and expenses (including legal fees), arising out of your use of this site.

If you have any questions regarding the information we hold about you or wish to have you information removed from our database please email rosie@bellarosalingerie.co.uk

Use of Cookies

Our website host uses "cookies" to identify you when you visit our site and to build up a demographic profile.

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information back from the browser. Find out more about the use of cookies on <http://www.cookiecentral.com>. Most browsers allow you to turn off the cookie function; if you wish to do this, see the help area of your browser.

Other Websites

Our website site may contain links to other websites which are outside our control and are not covered by this privacy policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will then be used by them in accordance with their own privacy policy, which may differ from ours.

Our Terms & Conditions

Consumer Contract Regulations

We comply with the Consumer Contract Regulations 2014. These regulations give consumers a right to:

Receive clear information about the supplier, the goods and the sale before deciding to buy - this information is contained within this website

A cancellation period of 14 working days in which to withdraw from the contract upon receipt of order

Whilst every effort will be made to ensure that all items shown are in stock, we offer no guarantee of availability. Where items are not in stock, we will contact you to offer an alternative should you wish to accept it.

Returns

Returns must be made within 14 days of date of purchase [or date of dispatch if your bra has been posted out to you]. Return postage cost is to be covered by the customer – we encourage you to obtain a proof of postage [free from the post office]. We do not offer pre-paid returns.

Orders must be returned in the condition in which they were received – unworn, with tags still intact in pristine and resellable condition.

On the rare occasion that your garment is faulty, please get in touch to return it immediately. In some instances, we may have to send the bra back to the relevant brand in order for the fault to be investigated before a refund/exchange is given.

Please follow the care labels inside the garments and do not machine wash or tumble dry your bras as this invalidates the exchange/returns policy. The brands will be able to test to see if this the garment has been washed in the washing machine.

Any refund due will be sent to you in the same method that your payment was made. This will be processed within 7 days of your return arriving with me.

Gift Vouchers

Gift vouchers are not cheque guarantee, credit or charge cards. They cannot be exchanged for cash or vouchers.

Gift vouchers can be spent both in person and against online orders – please get in touch at rosie@bellarosalingerie.co.uk if you wish to redeem a voucher online.

After the stated expiry date, the gift voucher will expire and the stated value will be forfeit.

Bella Rosa Lingerie cannot be held liable for gift vouchers that are subsequently lost, stolen or damaged.

Bella Rosa Lingerie reserves the right to amend these terms and conditions from time to time where it reasonably considers it necessary to do so. Reasonable notice of such changes will be given where possible.

None of the above Terms and Conditions affect your statutory consumer rights.

Last Updated August 2022