

# Terms and Conditions

## Article I. Basic Provisions

These General Terms and Conditions (hereinafter referred to as "Terms and Conditions") are in accordance with the provisions of the applicable laws and regulations of the United Kingdom, including the Consumer Rights Act 2015, the UK GDPR, and other relevant legislation.

- Business Name: MOI PRODUCT UK LIMITED
- Legal Form: Private Limited Company
- Company Number: 16303730
- Email: [info@moiproduct.co.uk](mailto:info@moiproduct.co.uk)
- Supervisory Authority:  
Competition and Markets Authority (CMA)  
The Cabot, 25 Cabot Square, London, E14 4QZ  
Telephone: 020 3738 6000  
Website: CMA Website: [Competition and Markets Authority - GOV.UK](https://www.gov.uk/competition-and-markets-authority)

## Article II. Introductory Provisions

These Terms and Conditions, as in force on the date of conclusion of the purchase contract, are an integral part of the purchase contract.

- The displayed purchase price for goods includes VAT but excludes delivery or optional service costs.
- The Seller reserves the right to adjust prices at any time, but any price changes will not affect orders already placed and accepted.
- The operator of the Online Shop is MOI PRODUCT UK LIMITED.
- The Buyer is a consumer purchasing for personal use.

## Article III. Orders and Purchase contract conclusion

1. A purchase contract is formed upon the Seller's acceptance of the Buyer's order.
2. Orders can be placed via:
  - A registered customer account
  - The order form without registration
3. The Buyer must select products, quantity, payment, and delivery options before submitting the order.
4. Order confirmation will be sent to the Buyer's email at [info@moiproduct.co.uk](mailto:info@moiproduct.co.uk)
5. If an order item is unavailable, the Seller will notify the Buyer promptly and offer alternatives or allow the Buyer to cancel the order.

**Consumer Protection Note:**

In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the Buyer is entitled to cancel the contract within 14 days from the date of delivery, as explained in Article VII.

**Article IV. Customer Account**

1. Buyers can create an account to manage orders, view previous purchases, and track deliveries.
2. Buyers must provide accurate and up-to-date information during registration and ensure their login credentials remain secure.
3. The Seller reserves the right to suspend or terminate accounts in cases of fraud, misuse, or failure to comply with these Terms and Conditions.

**Article V. Payment and Delivery Terms****Payment Methods:**

1. Online Payment by Card (Visa, MasterCard, etc.)
2. Bank Transfer (Payment details will be provided upon checkout)
3. Cash on Delivery (if available, subject to location)

**Delivery Methods:**

1. Courier Delivery (Standard shipping)
2. Delivery times are estimated and generally up to 30 days, unless otherwise agreed.

**Shipping and Delivery Costs:**

- Shipping costs are calculated based on the delivery address and the size/weight of the goods.
- The Buyer will be provided with an estimate of delivery charges before finalising the order.

**Article VI. Rights and Obligations of the Seller**

1. The Seller must deliver the correct goods in good condition and in accordance with the terms of the contract.
2. The Seller has the right to receive full payment prior to dispatch unless otherwise agreed.
3. In case an item is unavailable, the Seller will communicate this to the Buyer and offer alternative products, or the Buyer may cancel the order and receive a full refund.

**Article VII. Returns and Cancellations**

1. **Right to cancel:** Under the Consumer Contracts Regulations 2013, the Buyer has the right to cancel the order within 14 days of receiving the goods without providing any reason.
2. **Return process:**
  - The Buyer must return the goods unused, undamaged, and in their original packaging.

- Returns should be processed within 14 days of informing the Seller about the cancellation.
  - The Seller will process a refund of the full purchase price within 14 days after receiving the returned goods.
- 3. Return shipping:**
- The Buyer is responsible for return shipping costs unless the return is due to a mistake by the Seller (e.g., wrong item or faulty goods).
  - Custom-made or personalised products cannot be returned unless faulty.
- 4. Faulty goods:** If goods are found to be faulty upon delivery, the Buyer is entitled to a repair, replacement, or refund as per the Consumer Rights Act 2015.

#### **Article VIII. Privacy Policy**

1. The Seller processes personal data in compliance with the UK GDPR and the Data Protection Act 2018.
2. Personal data is only shared with third parties when necessary for order fulfillment (e.g., courier companies).
3. The Buyer has the right to access, correct, or request deletion of their personal data by contacting the Seller at [info@moiproduct.co.uk](mailto:info@moiproduct.co.uk)

#### **Article IX. Alternative Dispute Resolution (ADR)**

1. If a Buyer has a complaint, they must first contact [info@moiproduct.co.uk](mailto:info@moiproduct.co.uk) to attempt to resolve the issue.
2. If the matter is unresolved or if the Buyer is dissatisfied with the Seller's response, the Buyer may escalate the issue to an Alternative Dispute Resolution (ADR) service.
3. Online Dispute Resolution (ODR):
  - The UK government provides an ODR platform where consumers can submit complaints and disputes against traders:  
[ODR Platform](#)
4. Ombudsman Services: The Buyer can also contact an independent ombudsman or ADR entity for assistance in resolving the dispute.

#### **Article X. Final Provisions**

1. These Terms and Conditions are governed by UK law.
2. Any disputes arising will be resolved in UK courts, and the courts of the UK will have exclusive jurisdiction over disputes.
3. The Seller reserves the right to update these Terms and Conditions. The Buyer will be notified of any significant changes.
4. These Terms and Conditions become effective on 1 June 2024.