



Delivery and self-collection:

- All lesson includes a complimentary lesson kit that the customer will have to collect via paid courier or self-pick up at Artfully Yours studio.
- Additional materials outside of what is provided can be purchased separately on the portal.
- In respect of collection, where applicable, the Customer has to adhere to the selected pick up timing and date. All collection of parcels should be done minimally one day in advance prior to lesson selected. Artfully Yours will not be held liable for any lack of necessary materials that is not included in the complimentary lesson kit.

See below for pick up location:

1. **Artfully Yours address: Blk 525 Ang Mo Kio Avenue 10, #01-2399 (Level 2), S'560525**
 2. **Our Studio opening hours: Wed - Sun, 11-6.15pm (Closed on Mon & Tues)**
- Lesson kits will be delivered by Artfully Yours to the delivery location as indicated in the customer's order.
 - For delivery orders, delivery fulfillment will be done in 2-3 working days.
 - Artfully Yours will not be liable if customer fails to receive when delivery is attempted. There will be a re-delivery fee (which will be advised by Artfully Yours) for each attempted re-delivery full borne and payable by customer.



Refund Policy:

- All lesson plans purchased are strictly non-refundable and non-exchangeable. In any case of an emergency or any unforeseeable circumstances, please inform us at least **24 hours** prior to actual day of lesson for us to make any necessary arrangement.
- No show or failure of punctuality will not be subjected to any refund or make up.
- Artfully Yours reserves the right to modify the mechanism of processing refunds at any time without notice.
- Should the items be damaged upon receipt, kindly Whatsapp us within 3 days of receiving your parcel with photograph(s) of the damage(s). We will reply you within the next business day.
- We will provide a store credit (excluding shipping costs and discounts) in the form of an online code.
- Please be reminded to email us before you return any parcel. We reserve the right to reject any parcels if we have not been contacted beforehand.



General T&Cs:

- The Customer agrees that he/she is capable of complying with these Terms, and that the Customer shall indemnify and hold harmless Artfully Yours (as applicable) from any loss caused to Artfully Yours by the Customer's non-compliance with these Terms.
- The Customer warrants that he/she has the capacity to be bound by these Terms and to enter into Contracts under these Terms. If the Customer is a minor or otherwise legally disabled, the Customer represents that a parent or legal guardian is aware of the Customer's use of the Portal, has consented to the Customer's use, and will be responsible for the Customer's use of the Portal.
- The Customer agrees that any records maintained by the Portal of transactions shall be conclusive as to the matters contained within, and agree to waive any right to object to the admissibility or correctness of the records.
- The Customer agrees that in providing information to the Portal, such information shall be accurate and the Customer shall update the Portal of any changes in the information the Customer has provided.
- The Customer further agrees that any records in electronic form are admissible pursuant to the Electronic Transactions Act (Cap. 88), and will not contest the validity of such records solely on the basis of being in an electronic form.
- Artfully Yours decision on all matters will be final and binding on all participants. By using the Portal to purchase Products, the Customer agrees to these Terms, as updated from time to time on the Website without notice



Payment and pricing:

- The prices payable by the Customer to Artfully Yours for each of the Product(s) shall be specified on the relevant Item Description Page. All listing prices are subject to taxes and duties, unless otherwise stated. Artfully Yours reserves the right to amend the listing prices at any time without giving any reason or prior notice.
- For the avoidance of doubt, payment transactions made pursuant to all payment methods made available on the Portal are processed by such third party payment service provider as may be appointed by Artfully Yours from time to time, and payment is subject to the terms of use of such third party payment service provider or any payment agents or processor that Artfully Yours may specify. The Customer further agrees that he is subject to the applicable user agreement of his chosen payment method
- Artfully Yours will not be held liable for any transactional errors for payment made via PayNow. All PayNow transaction will only be confirm with a valid screen shot of the transaction made to the Artfully Yours number. Payment will not be confirm if customer fails to comply.



Personal Data:

- The provision of goods and services under these Terms requires the processing of Customer's Personal Data, including name, personal email, contact number, shipping addresses , Artfully Yours may use Customer's Personal Data for the purposes of these Terms and Artfully Yours may also match Customer's Personal Data collected under these Terms with other data Artfully Yours holds about the Customer to optimise operations and services offered to Customer through the Portal such as providing relevant and personalised content designed to make the user experience smoother and more enjoyable, statistical analysis, and improving the products and services that Artfully Yours offers ("Relevant Purposes").
- Customer represents and warrants that any Customer's Personal Data the Customer discloses to Artfully Yours is complete and accurate. Each Customer shall fully indemnify Artfully Yours against any loss or damage that may result from breach of this Clause.
- Where the Customer has provided Customer's Information for the purposes of the Order, the Customer warrants and represents, as applicable, that:
 1. the Customer has the rights to disclose, use and/or license the royalty-free use, of Customer's Information;
 2. the Customer's Information is accurate; and
 3. any legal obligations in force that may govern the Customer's provision of such Customer's Information, have been complied with.