

Terms & Conditions

Our warehouse will not allow orders to be shipped or re-shipped via third party forward shipping companies. In the case of recorded music, deliveries to these addresses are excluded from chart reporting. We work to identify such behaviour and will reserve the right to cancel your order if we believe an illegitimate forwarding address is being used.

Applicable terms

The following General Terms and Conditions of Sale govern the offer and sale of products on this website (<https://fkatwi.gs/>) The products purchased on (<https://fkatwi.gs/>) are directly sold by FKA Twigs.

We may vary these terms and conditions from time to time at our discretion.

Formation of contract

The goods offered by us may be ordered by you via the internet.

A contract will be formed on acceptance by us of your order.

Your card will be charged as soon as you submit your order.

We will endeavour to dispatch goods within 28 days of an order being received. Should an item be unavailable the customer will be informed by email and an alternative offered. We will endeavour to obtain the original item at all costs. Sometimes, due to issues with specific suppliers, it may take longer than 28 days.

We supply all goods at the request of our customers if they are ordered in compliance with these Terms & Conditions.

It is the responsibility of the customer to ensure that all details for their orders are correct at the time of ordering.

Upon placing the order, the customer agrees that the information given on the order is correct. Any changes to information contained on the customer at the time of ordering will be made at the discretion of FKA Twigs.

If we experience problems with fulfilling an order we will email the customer with details of the problem and offer an alternative if necessary we may re-process the order to resolve issues that may arise at the point of ordering.

Cancellation

You may cancel an order at any time up until 14 (fourteen) days after receipt of the goods. Prior to shipment of the goods, cancellation can be affected by telephoning or emailing Customer Services. If you cancel the order after the goods have been shipped, the goods must be returned in excellent condition suitable for resale and in the original

packaging.

Following notification of cancellation, any sum relating to the cancelled order shall be credited to you within 10 business days upon receipt of the goods, provided that the goods are returned by you to us in the condition in which they were delivered.

You will pay for the cost of return and original carriage of the goods unless the goods are faulty or damaged.

Returns

If you are not completely satisfied with your purchase, you can return it to us within 14 (fourteen) days of receipt, in excellent condition suitable for resale and in its original packaging, for a replacement, exchange or refund of the same item. Please email our customer service email which is shop@fkatwi.gs for returns instructions. Unauthorised returns may not be accepted.

Postage/delivery charges are not refunded unless the goods are faulty. Please obtain a proof of postage, as FKA Twigs cannot be held responsible for non-receipt of returns.

Fraudulent Orders

Attempts to gain goods with false or invalid information will be dealt with as fraud; our system uses some of the best fraud prevention checks provided by our payment provider along with additional algorithms created by our programming team. Orders may be deleted without notification if we believe them to be fraudulent.

If we feel that you are using fraudulent information or credit card data that does not belong to you then we will be forced to pass on any information to the local authorities. We reserve the right to credit or cancel any order that may appear to be fraudulent or incomplete immediately and without notice to you if:

- a. when requested by us to do so, you fail to provide us within a reasonable time with sufficient information to enable us to determine the accuracy and validity of any information supplied by you, or your identity;
- b. we suspect you have engaged, or are about to engage, or have in any way been involved, in fraudulent or illegal activity on the website.

Price and payment

The price of the goods shall be the price at the date of acceptance by us of your order.

Delivery charges shall be notified to you and shall be added to the price of the goods.

Payment shall be made by you by credit card or debit card.

Delivery shall only be made by us against cleared funds.

Prices are inclusive of VAT at the applicable rate where required.

Any customs or duty charges due on a package must be paid by the person receiving the package. As customs policies and import duties vary widely from country to country, we cannot tell you what these costs would be and would therefore suggest you contact your local customs office for details of current charges before ordering.

Please note that all UK/European orders are shipped from the UK, including USA imports. Orders outside of UK/Europe are dispatched from both the UK and the USA, depending on the origin of the items (UK or US warehouse).

Delivery

We shall use our reasonable best endeavours to deliver the goods to you within 5-10 business days (UK & Europe) or 10-15 days (Rest of World). These shipping dates are an approximation and some orders will experience delays due to customs and slower postage systems, as we use multiple courier services.

In the unlikely event of your parcel being lost in the post, we must wait 6 weeks from the date of dispatch before we can arrange a redelivery or refund.

Undelivered orders

You must inform us within 60 days from the date of dispatch if your order has not arrived at the delivery address. Outside this period, we cannot replace or refund any items on your order.

Liability

Our liability to you for the goods shall be limited to the purchase price of the goods.

We shall not be liable for any loss of use, loss of revenue or loss of profit by you.

Events beyond the control of FKA Twigs

We shall have no liability to you for any failure to deliver or for any delay in doing so for any damage or defect to the goods which is caused by any act or circumstance beyond our reasonable control including, without limitation, strikes and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

Data protection

All billing details will be kept for 3 years for taxation reasons and will then be destroyed.

By agreeing to these terms and conditions, and unless otherwise notified by you, you

agree that FKA Twigs from time to time might send promotional mail to you. These promotional mailing will stop if requested by you.

No customer information, including email addresses shall be given or sold to any third parties in accordance with our privacy policy.

Assignment

Our rights and obligations and yours shall not be assigned without our prior consent in writing.

Partial Invalidity

If any of these terms and conditions or any part thereof are unenforceable, the enforceability of all other terms and conditions shall not be affected.

Waiver

No failure by us to exercise any right or remedy under these terms and conditions shall operate as a waiver of that right or remedy and no waiver by us of any breach of these terms and conditions shall operate as a waiver of any subsequent breach.

Notices

All notices to us shall be in writing and sent to:

Email address: shop@fkatwi.gs

Law and jurisdiction

These terms and conditions shall be governed and construed according to British law and the British courts shall have exclusive jurisdiction regarding any claim or matter arising under the terms and conditions.

Special offers

Offers start and end on the designated dates and will not be honoured before or after those dates.

You cannot claim offers in conjunction with any other promotional code offer you are claiming for unless stated.

Payment

We accept payment by major credit cards and debit cards including following cards:

- Visa
- American Express
- MasterCard
- Maestro
- Visa Electron
- Carte Blue

Customers not living in the European Union are not exempt from VAT.

Licensed merchandise

FKA Twigs is committed to providing only 100% official licensed products. If we discover that any item displayed on our website is not 100% official, we will remove the product from our database at the first available opportunity.

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