

Our terms

1 These terms

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

2 Information about us and how to contact us

- 2.1 **Who we are.** We are Monc Ltd a company registered in England and Wales. Our company registration number is 09853551 and our registered office is at 103A St.Paul's road, London, N1 2NA. Our VAT number is GB 238171704.
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team at 07595 454 590 or by contacting us by filling out the [contact form](#).
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3 Our contract with you

- 3.1 **How we will accept your order.** Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us. We reserve the right not to accept your order at our discretion.
- 3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.

3.3 Your order number. We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

4 Our products

4.1 Products may vary slightly from their pictures. The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.

4.2 Product packaging may vary. The packaging of the product may vary from that shown in images on our website.

5 Your rights to make changes

If you wish to make a change to the product you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 8 - Your rights to end the contract).

6 Our rights to make changes

6.1 Minor changes to the products. The product may vary slightly where alterations have been made by our suppliers.

6.2 More significant changes to the products and these terms. In addition, as we informed you in the description of the product on our website, we may make significant changes to the product, but if we do so we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products paid for but not received.

7 Providing the products

7.1 Delivery costs. We will not charge you for delivery costs within the UK. For international customers, please contact us by filling out the [contact form](#).

7.2 When we will provide the products. We normally aim to deliver to UK addresses within 4 working days from the date your order is accepted. However, during the order process we will let you know when we will provide the products to you.

- 7.3 We are not responsible for delays outside our control.** If our supply of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.
- 7.4 If you are not at home when the product is delivered.** You may be required to sign for delivery. If no one is available at your address to take delivery we will leave you a note informing you of how to rearrange delivery or collect the products from a local depot.
- 7.5 If you do not re-arrange delivery.** If you do not collect the products from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect them from a delivery depot we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract and clause 10.2 will apply.
- 7.6 Your legal rights if we deliver products late.** You have legal rights if we deliver any products late. If we miss the delivery deadline for any products then you may treat the contract as at an end straight away if any of the following apply:
- 7.6.1** we have refused to deliver the products;
 - 7.6.2** delivery within the delivery deadline was essential (taking into account all the relevant circumstances); or
 - 7.6.3** you told us before we accepted your order that delivery within the delivery deadline was essential.
- 7.7 Setting a new deadline for delivery.** If you do not wish to treat the contract as at an end straight away, or do not have the right to do so under clause 7.6, you can give us a new deadline for delivery, which must be reasonable, and you can treat the contract as at an end if we do not meet the new deadline.
- 7.8 Ending the contract for late delivery.** If you do choose to treat the contract as at an end for late delivery under clause 7.6 or clause 7.7, you can cancel your order for any of the products or reject products that have been delivered. If you wish, you can reject or cancel the order for some of those products (not all of them), unless splitting them up would significantly reduce their value. After that we will refund any sums you have paid to us for the cancelled products and their delivery. If the products have been delivered to you, you must post them back to us. We will pay the costs of postage or collection. Please call customer services on 07595 454 590 or contact us using our [contact form](#) for a return label.

- 7.9 When you become responsible for the products.** A product will be your responsibility from the time we deliver the product to the address you gave us.
- 7.10 When you own products.** You own a product which is products once we have received payment in full.
- 7.11 What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you. If so, this will have been stated in the description of the products on our website. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (and clause 10.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 7.12 Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
- 7.12.1** deal with technical problems or make minor technical changes;
 - 7.12.2** update the product to reflect changes in relevant laws and regulatory requirements;
 - 7.12.3** make changes to the product as requested by you or notified by us to you (see clause 6).
- 7.13 Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 30 days and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.
- 7.14 We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 12.4) we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. As well as suspending the products we can also charge you interest on your overdue payments (see clause 12.5).

8 Your rights to end the contract

- 8.1 You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the

- 8.1.1 **If what you have bought is faulty or misdescribed you may have a legal right to end the contract** (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back), **see clause 11;**
- 8.1.2 **If you want to end the contract because of something we have done or have told you we are going to do, see clause 8.2;**
- 8.1.3 **If you have just changed your mind about the product, see clause 8.3.** You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of the products;
- 8.1.4 **In all other cases (if we are not at fault and there is no right to change your mind), see clause 8.6.**

8.2 Ending the contract because of something we have done or are going to do. If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:

- 8.2.1 we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 6.2);
- 8.2.2 we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
- 8.2.3 there is a risk that supply of the products may be significantly delayed because of events outside our control;
- 8.2.4 we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 30 days; or
- 8.2.5 you have a legal right to end the contract because of something we have done wrong.

8.3 Exercising your right to change your mind (Consumer Contracts Regulations 2013). For most products bought online you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

8.4 When you don't have the right to change your mind. You do not have a right to change your mind in respect of customised products such as a monogrammed leather case. Where you wish to return any products that come with a customised case, you must return all other items included within the original delivery. Subject to receipt of the remainder of the products unused and in their original condition, we will refund your payment less £30 which equates to the value of the customised case.

8.5 How long do I have to change my mind? You have 14 days after the day you (or someone you nominate) receives the products, unless your products are split into several deliveries over different days. In this case you have until 14 days after the day you (or someone you nominate) receive the last delivery to change your mind about the products.

8.6 Ending the contract where we are not at fault and there is no right to change your mind. Even if we are not at fault and you do not have a right to change your mind (see clause 8.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract is completed when the product is delivered and paid for. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund reasonable compensation for the net costs we will incur as a result of your ending the contract.

9 How to end the contract with us (including if you have changed your mind)

9.1 Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

9.1.1 Phone or email. Call customer services on 07595 454 590 or email us at help@monclondon.com. Please provide your name, home address, details of the order and, where available, your phone number and email address.

9.1.2 Online. Complete our [contact form](#) on our website.

9.1.3 By post. write to us at Monc Ltd, 103A St. Pauls road, London, United Kingdom, N1 2NA, including details of what you bought, when you ordered or received it and your name and address.

9.2 Returning products after ending the contract. If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must post them back to us at Monc Ltd, 103A St. Paul's Road, London, United Kingdom, N1 2NA. Where we agree to pay the costs of return, please call customer services on 07595 454 590 or contact us using our [contact form](#) for a return label or to arrange collection. To maintain the integrity of the product(s), we recommend packing the original box in a second protective carton suitable for shipping. If you are exercising your right to change your mind you must send off the products within 14 days of telling us you wish to end the contract.

9.3 When we will pay the costs of return. We will pay the costs of return:

9.3.2 if you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

9.4 How we will refund you. We will refund you the price you paid for the products including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

9.5 Deductions from refunds if you are exercising your right to change your mind. If you are exercising your right to change your mind:

9.5.1 We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the products, if this has been caused by your handling them in a way other than what is necessary to establish the nature, characteristics and functioning of the products. The products must be in their original condition, undamaged and with all accessories included. If we refund you the price paid before we are able to inspect the products and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.

9.5.2 The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a product within 3-5 days at one cost but you choose to have the product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.

9.6 When your refund will be made. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us. For information about how to return a product to us, see clause 9.2.

10 Our rights to end the contract

10.1 We may end the contract if you break it. We may end the contract for a product at any time by writing to you if:

10.1.1 you do not make any payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due;

10.1.2 you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, for example, your full postal address; or

10.1.3 you do not, within a reasonable time, allow us to deliver the products to you.

10.2 You must compensate us if you break the contract. If we end the contract in the situations set out in clause 10.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

10.3 We may withdraw the product. We may write to you to let you know that we are going to stop providing the product. We will refund any sums you have paid in advance for products which will not be provided.

11 If there is a problem with the product

11.1 How to tell us about problems. If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at 07595 454 590 or contact us using our [contact form](#).

11.2 Summary of your legal rights. We are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the product. Nothing in these terms will affect your legal rights.

Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

The Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- up to 30 days: if your products are faulty, then you can get an immediate refund.
- up to six months: if your products can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- up to six years: if your products do not last a reasonable length of time you may be entitled to some money back.

See also clause 8.3.

- 11.3 Our warranty to you.** In addition to your legal rights, for some of our products we warrant that they will comply with the specifications and are free of material defects and workmanship errors for a period of twelve (12) months from the date of delivery subject to these terms.
- 11.4** Where our warranty applies the product will be replaced free of charge with a new one. If the product model in question is no longer available or out of production, you will be offered the opportunity to choose a model of equal value. Your decision in this regard must be notified to us within 10 (ten) working days from our last communication approving the return of the product under our warranty.
- 11.5 When our warranty applies.** This warranty applies only to products which are:
- 11.5.1** manufactured by or us as identified by the Monc trademarks, trade name, or logo legally affixed to them; and
 - 11.5.2** purchased from our site. Products purchased from other unauthorised channels and from online marketplaces such as eBay and Amazon are not covered by our warranty, and any problems that may arise in those cases need to be discussed and settled directly with the vendors from whom you purchased the product.
- 11.6 When our warranty does not apply.** This warranty does not apply:
- 11.6.1** to normal wear and tear such as scratches on lenses, will not be considered as product defects, but as events resulting from their normal use;
 - 11.6.2** if the product has been subject to improper use, repair, alteration and/or modification in any way;
 - 11.6.3** to damages caused by failure to follow the instructions covered in the documentation for the products or other specific instructions given by us;
 - 11.6.4** if the product is damaged by misuse, abuse, negligence, improper environmental conditions or lack of responsible care; or
 - 11.6.5** to damages due to any other cause not related to defective design, workmanship and/or materials.
- 11.7 Your obligation to return rejected products.** If you wish to exercise your rights to reject products you must post them back to us along with proof of purchase from our site. You must do so within one month from the date on which you detected such defects or lack of conformity. Provided the return is in accordance with your legal rights or otherwise covered by our warranty, we will pay the costs of postage. Please call customer services on 07595 454 590 or contact us using our [contact form](#) for a return label.

11.8 To ensure that glasses do not suffer additional damage in transit, you will be asked to pack them in a protective box no larger than 200 x 150 x 100 mm. If these instructions are not followed we will not be responsible for any further damage caused to the products in transit.

12 Price and payment

12.1 Where to find the price for the product. The price of the product will be the price indicated on the order pages when you placed your order. Whilst the prices indicated are inclusive of UK VAT, they may not be inclusive of all applicable taxes, depending on the country of destination. In such circumstances the price will be that confirmed by email following your order. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 12.3 for what happens if we discover an error in the price of the product you order.

12.2 We will pass on changes in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.

12.3 What happens if we got the price wrong. It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any products provided to you.

12.4 When you must pay and how you must pay. We accept payment with Visa, Mastercard, American Express, Discover & Apple Pay. You must pay for the products before we dispatch them. We will not charge your credit or debit card until we dispatch the products to you.

12.5 We can charge interest if you pay late. If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

12.6 What to do if you think an invoice is wrong. If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay

will charge you interest on correctly invoiced sums from the original due date.

13 Our responsibility for loss or damage suffered by you

- 13.1 We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 13.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products as summarised at clause 11.2 and for defective products under the Consumer Protection Act 1987.
- 13.3 We are not liable for business losses.** We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

14 How we may use your personal information

- 14.1 How we will use your personal information.** We will use the personal information you provide to us:
- 14.1.1 to supply the products to you;
 - 14.1.2 to process your payment for the products; and
 - 14.1.3 if you agreed to this during the order process, to give you information about similar products that we provide, but you may stop receiving this at any time by contacting us.
- 14.2 We will only give your personal information to other third parties where the law either requires or allows us to do so.**

15 Other important terms

- 15.1 We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation.
- 15.2 You need our consent to transfer your rights to someone else (except**

rights or your obligations under these terms to another person if we agree to this in writing. However, you may transfer our warranty at clause 11.3 to a person who has acquired the product. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the relevant item or property.

15.3 Nobody else has any rights under this contract (except someone you pass your guarantee on to). This contract is between you and us. No other person shall have any rights to enforce any of its terms.

15.4 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

15.5 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

15.6 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

15.7 Alternative dispute resolution. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may submit your dispute for online resolution to the European Commission Online Dispute Resolution platform.

16 5-day Home Try-On service

16.1 We offer a 5-day Home Try-On service ('Home Try-On') to enable you to check the look and feel of different frames (without lenses) before deciding which frame(s) to buy. We may charge a fee ('Home Trial Fee') for this service, should the frames not be returned within the timescales specified in point 2 below.

- 16.2** By submitting your request for a Home Try-On (Home Try-On) and in consideration for our acceptance of the order, you are agreeing that if you do not return the frames sent to you in the Home Trial, within 7 calendar days following receipt by you (which for these purposes will mean 8 days following despatch to you) then you will have placed a Frame Order to buy the frames.
- 16.3** We charge up to a £1 deposit for the Home Try-On which will be refunded to your card when you return the Home Try-On and the frames which were included in the order.
- 16.4** If you place a Frame Order as described above we may accept it and if so you will be charged the full price of the frames. The price of the frames will be the advertised full price of the frames at the time you placed your Home Trial Order. To take payment, we will attempt to use the same payment card you used at the time of placing your Home Trial Order and your agreement of these Terms and Conditions is your authority for us to do so.
- 16.5** Once payment is successfully made you then own the frames. You then have the same right of return as if you had made any other purchase of goods (see Returns Policy) Alternatively, for up to 14 days from the date you order the frames you may return one or more of your frames to us in order to have basic lenses fitted, free of charge, providing that we have already received payment for the frame(s).
- 16.6** The Home Trial service is available to UK residents only and is not offered to any addresses outside the UK. If you are from outside the UK and you place a Home Try-On order, you will be notified by The MONC Team and refunded the £1 deposit charge.