



## **Moki Technology Ltd. Purchase Terms & Conditions**

These terms & conditions will apply to all your purchases of items from the 'Buy' section of our Website.

Please ensure you read this document carefully and if you are purchasing Moki on behalf of someone else please ensure they have reviewed these terms prior to purchase, you may find it easier to print these terms off for future reference.

We may change these terms from time to time, please ensure you check them before you make a new purchase.

### **Online Payments**

You are able to pay for your order using PayPal, Visa, MasterCard, Delta/Connect, American Express or Switch/Maestro. We will take all reasonable care to keep your order details and payment secure, but, we will not be liable for any losses if an unauthorised third party obtains access to your information.

Payment will be processed at the point of order in full and goods are dispatched usually the same day or within 24 hours on weekdays. If there is any issues with dispatching your order we will let you know as soon as possible, normally within 24 hours by email with specific details.

### **Your Agreement With Us**

We will confirm acceptance (or otherwise) of your order as soon as possible by return email using the details that were provided during the purchasing process,

A binding agreement arises once we accept your order and we will then charge your credit/debit card on acceptance of your order.

We use Royal Mail/Parcel Force/DPD for all our deliveries but we do not accept responsibility for Royal Mail/Parcel Force/DPD delivery times.

### **Non UK Mainland Deliveries (International)**

The shopping checkout will display various delivery options for you, please ensure that you select the right one based on the information that the bands will be shipped from the UK.

### **Delivery Times**



We aim to have your Moki devices with you within 2 weeks (14 days) or as fast as possible but cannot be held responsible for delays beyond our reasonable control, we will contact you immediately if there are any delays in the shipping on your order.

### **Availability**

All items are subject to availability. We can only guarantee availability while stocks last. If the goods ordered are unavailable, we will contact you with suggestions.

We always endeavour to deliver goods within the times stated but goods are subject to availability and delay in delivery of goods is sometimes out of our control.

### **Damaged or Missing Items**

If you receive an item that is damaged on arrival or you are missing an item from your order, you will need to contact us either by phone or by e-mail within 48 hours of delivery of goods.

Please email us here if you receive and damaged or missing Moki items:  
[hello@moki.technology](mailto:hello@moki.technology)

We will then advise of our full returns procedure, and work with you to rectify this issue as quickly as possible.

### **Faulty Items & Your Warranty on Moki products**

If you receive a faulty item or it becomes faulty whilst in its warranty period we will be happy to repair or if uneconomical replace the item.

In all cases you must first follow our simple returns procedure.

<https://www.moki.technology/pages/submit-return>

Once we receive the product back a member of the Moki team will inspect and test the product. We will notify you of our findings and if the item is found to be faulty we will either repair or offer a replacement or suitable alternative.

You must return the item safely and it is your responsibility to make sure the item is well packaged; if the item is broken in transit we will not be able to replace or repair the item.

### **Delay's or Failure in our ability to perform**

We shall not be liable to you if we are prevented or delayed in our performing of any obligations to you if this is due to any cause beyond our reasonable control, these may include but not be limited to



- an act of God, explosion, flood, fire or accident:
- war or civil disturbance
- strike, industrial action or stoppages of work
- any form of government intervention
- a third party act or omission
- failure by you to give us a correct email or delivery address or notify us of any change of address

We will communicate with you as quickly as possible and where required and agreed by both parties may offer a full refund if we are unable to support our contractual obligations

### **Customer Help & After Sales Support**

For any questions or queries please feel free to contact us at anytime using the Contact Us form on this website:

<https://moki.technology/pages/contact-us>

Alternatively please email us directly:

hello@moki.technology

### **Your Data - Privacy Statement**

Dedicated policies can be found below, Moki technology take our users privacy seriously and we will never do anything to knowingly compromise your data

<https://moki.technology/pages/data-protection>

Data Protection for our website users:

<https://moki.technology/policies/privacy-policy>

Data Protection for our customer (wearers and users of the Moki product)

<https://moki.technology/pages/privacy-policy>

We have an appointed Data Protection Officer, for any queries please contact them directly using the details below:

Email:

dataprotection@mokibands.com

Post:

Data Protection Officer  
Moki Technology Ltd.



Unit 10, 1 Luke Street,  
London, EC2A 4PX  
United Kingdom

### **Product Descriptions**

We have made every effort to display as accurately as possible the styles, colours and other parts of our products that appear on this website. While we try to be as accurate as possible, all colours, fixings, sizes, weights and measurements quoted are approximate.

Our website shows the price of goods and services inclusive of VAT plus delivery charges, (errors and omissions excepted).

In the unlikely event that an incorrect price or other information is shown on our website Moki Technology Limited reserves the right to abstain from fulfilling the order at that price.

The products sold on this Web Site have been designed to comply with the health and safety laws of the UK and we cannot warrant or represent that they comply with any health safety or other legal requirement outside the UK.

### **Governing Law**

Contracts formed between us for the purchase of items from this Web Site shall be governed by English law and any dispute shall be subject to the jurisdiction of the English Courts.