

# TERMS & CONDITIONS

Loja Glamourosa has a wide range of products and services in the area of cosmetics, makeup, perfumery and hair products that makes available to its customers, through the website <https://www.lojaglamourosa.com/>.

Loja Glamourosa reserves the right to modify at any time the information and commercial offer presented on products, prices, promotions and commercial conditions, with the exception of the contracts that are in force and in execution. The prices and promotions are valid during the period indicated in the promotional campaign, except for spelling, photography, stock break and/or synchronization of computer systems.

## Intellectual Property

All content on the site <https://www.lojaglamourosa.com> (logos, texts, images, videos, etc.) is owned by Loja Glamourosa. The partial or total reproduction of the content through any procedure and in any media, is subject to prior and express authorization of Loja Glamourosa.

The customer may save, print or display the contents of this site only for his or her personal use. The publication, manipulation, distribution or reproduction, in any format, of any content of this site, nor the link of the same to any business or company is not allowed.

## Products Information

We strictly follow all necessary procedures to ensure that all details, descriptions, images and prices of the products presented on the site are correct. However, there may be situations where product information, including pricing and promotion, has not been properly published. In these cases, we reserve the right not to proceed with orders with these products. Orders may also not be sent for other reasons, such as: product out of stock; inability to obtain payment authorization; parcel considered fraudulent.

## Privacy Policy

Loja Glamourosa works every day to provide you with the best possible user experience and is committed to protecting the privacy and personal data of our customers and users of the website.

The information you share with us is used to further improve our services and your experience.

Our privacy policy provides a clear view of how we may use your information by adopting the best organizational and technical practices in preserving the confidentiality and integrity of personal data.

## COOKIES

A cookie is a device transmitted to an Internet user's hard drive that allows collecting the IP address, operating system, web browser, and system administration. Only Loja Glamourosa has access to this information collected by cookies collectively and anonymously, in order to optimize its services and those of this site to the needs and preferences of the users. This helps us to improve our website and to provide a better and more personalized service.

If you set your browser to block or delete cookies, we cannot guarantee that you will have access to all the services and features offered through this site.

For more information check our [Privacy Policy](#).

## **Security & Payment**

Loja Glamourosa guarantees the confidentiality of all the data provided by its customers either in the register or in the buying process. This security is provided by SSL technology (*Secure Socket Layer*), which encrypts the communications generated between the client computer and our server, so that they cannot be intercepted.

For your convenience and safety, Loja Glamourosa has partnered with companies of reference in payment methods: Paypal, Hipay e PagBrasil.

You can make payment of your orders through different methods:

ATM, Credit Card, Paypal Account, American Express, Boleto Bancario, Brazilian Credit Card (Installments up to 6x), Brazilian Debit Card, Online Bank Transfer - Brazil, Bank Transfer and Money Order.

For more information, click [here](#).

## **Price Policy**

Prices shown include VAT at the rate in force. The discounts indicated are valid from January 1 to December 31 of this year, except for stock breach or campaigns specifically created and released for short periods of time.

Payments are always made in euro, even when prices are shown in other currencies, these values are only indicative.

Some banks may charge exchange rates. Loja Glamourosa is totally unrelated of this fact and assumes no responsibility for it.

Prices and specifications are subject to change without notice, with the exception of transactions that are currently in progress.

All our products are shipped from Portugal. In this way, purchases made outside the European Union may be subject to a customs tax at the entrance of the country of destination. Payment of this fee is the responsibility of the customer.

## **Shipments & Deliveries**

Loja Glamourosa is not responsible for delays or non-compliance with the contract for unforeseeable circumstances, such as disruption and/or total or partial strike of postal services and transportation or communication services.

In exceptional situations, such as pandemic crises, delivery times can be extended to more than 60 working days.

Loja Glamourosa has created a free shipping mode for all the world in purchases of 60€ or more. In addition, all shipments have tracking numbers, regardless of the carrier. In case of loss, the delivery insurance is automatically activated, having the client the option of reshipment of the order or the refund of the total value of the order.

## **Non-Delivered Orders**

If delivery is not affected for reasons of customs taxation outside the European Union or if the customer provides an incomplete address, the store reserves the right to charge an administrative fee in case of refund:

- Orders lower than 60€ - Paid shipping value
- Orders between 60€ and 100€ - Will be deducted 12€
- Orders higher than 100€ - Will be deducted 24€
- Orders higher than 300€ - Will be deducted 48€

If the customer wishes to reship the order, he will have to pay the costs mentioned in the table above. Except for Portugal, where the cost of reshipment will be 5€.

## **Return & Refund**

If you wish to return the product, without need of justification, it has a deadline of **14 days** from the date of receipt of the same, for this you must communicate your intention to the email [lojaglamourosa@lojaglamourosa.com](mailto:lojaglamourosa@lojaglamourosa.com).

We only accept returns of new, complete products and in the original packaging of the product, which should not be damaged, altered or shaved. If we receive returns that do not meet the above conditions, the customer will not be entitled to any refund. The cost of returning the products is borne by the user except for defective products. After examining the product, you will be informed about the right or not to the refund of the amounts paid.

To exercise your right of return, the customer should contact our [Customer Support](#) and specify the order number and the form of reimbursement that you want. The refund can be made through the original payment method or through a discount coupon, which has a validity of 12 months from the date of its issue. At the end of this period there will be no further reimbursement. The shipping costs will also be refunded, unless the shipping method chosen differs from the "Normal Shipment".

### **Right of Free Resolution - Form**

## **Suggestions & Complaints**

The opinion of our customers is very important for us as it allows us to improve the services we provide. So, if you have any suggestions or complaints, please take a few minutes of your time and let us know the situation by sending a message to [Customer Support](#).

However, the opinions posted by the users of Loja Glamourosa are supervised and moderated by the marketing team. Whenever a text submitted infringes the law and ethics (abusive advertising, defamatory purposes, out of context comments, etc.), we reserve the right to refuse it.

## **Online Dispute Resolution**

For the resolution of any and all litigation arising from the interpretation or execution of these Terms and Conditions, the court of the domicile of Jónia Corporal, Ida shall have jurisdiction.

### **NOTICE TO THE CONSUMER**

In accordance with Law n.144/2015, of September 8, 2015, we have disclosed all the Entities for Alternative Dispute Resolution that can be contacted in case of conflict, when purchasing a product referenced on this website.

It should be noted that, when necessary, this solution compared with the judicial process is usually faster, less protocolary and less expensive.

In this way, if you are dissatisfied and want to expose your situation you can do so by contacting an Alternative Dispute Resolution Entity. We present below the Alternative Dispute Resolution Entities:

CNIACC – National Center for Consumer Conflict Information and Arbitration

[www.arbitragemdeconsumo.org](http://www.arbitragemdeconsumo.org)

CIMAAL – Information Center, Mediation and Arbitration of Consumer Conflicts of Algarve

[www.consumidoronline.pt](http://www.consumidoronline.pt)

CACCDC – Center of Arbitration of Conflicts of Consumption of the District of Coimbra

[www.centrodearbitragemdecoimbra.com](http://www.centrodearbitragemdecoimbra.com)

CACCL – Center of Arbitration of Consumer Conflicts of Lisbon

[www.centroarbitragemlisboa.pt](http://www.centroarbitragemlisboa.pt)

CICAP – Porto Consumption and Arbitration Information Center

[www.cicap.pt](http://www.cicap.pt)

TRIAVE – Center for Arbitration of Consumer Conflicts of Vale do Ave / Arbitral Tribunal

[www.triave.pt](http://www.triave.pt)

CIAB – Consumer Information, Mediation and Arbitration Center (Consumer Arbitration Court)

[www.ciab.pt](http://www.ciab.pt)

CACC-RAM – RAM Arbitration Center for Consumer Conflicts

<https://www.madeira.gov.pt/cacc/Estrutura/O-Centro-de-Arbitragem>

CASA – Automotive Arbitration Center

[www.arbitragemauto.pt](http://www.arbitragemauto.pt)

CIMPAS – Information, Mediation and Insurance Provider Center

[www.cimpas.pt](http://www.cimpas.pt)

More information on consumer portal: [www.consumidor.pt](http://www.consumidor.pt)

## **Acceptance of Terms & Conditions**

Loja Glamourosa advises this regulation to be read carefully before using the site. By using this site, you are automatically agreeing to its regulation and accepting the receipt of it by email at the time of ordering.

Loja Glamourosa reserves the right at any time to modify, adapt, or update the terms and conditions of use.

The use of <https://www.lojaglamourosa.com/> and the purchase of Loja Glamourosa products must be regulated and understood in accordance with Portuguese Laws.