

Terms and Conditions.

Welcome to **DIRENDUMAN**. By using our website and services, you agree to comply with and be bound by the following terms and conditions. Welcome to **DIRENDUMAN!** These terms and conditions ("Agreement") govern your use of our website and services. By accessing or using our website, you agree to comply with and be bound by these terms. If you do not agree with any part of these terms, please do not use our website.

Acceptance of Terms by Using the Website

By using our website, you acknowledge that you have read, understood, and agree to be bound by this Agreement. This Agreement constitutes a legally binding contract between you and **DIRENDUMAN**. We reserve the right to update, change, or replace any part of these terms by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Definitions

Key Terms Used in the Document

- **Website:** Refers to **DIRENDUMAN**'s website accessible at <https://www.direnduman.com>.
- **User:** Refers to any person who accesses or uses the website.
- **Content:** Refers to text, images, graphics, videos, and other materials displayed or accessible on the website.
- **Services:** Refers to any products, services, or features provided on or through the website.
- **Intellectual Property:** Refers to trademarks, logos, copyrights, and other proprietary rights owned or licensed by **DIRENDUMAN**.

1. User Obligations You agree to provide accurate information and respect our intellectual property rights.

User Responsibilities

By using our website, you agree to:

- Provide accurate, current, and complete information when registering an account or making a purchase.
- Maintain the security of your account credentials and promptly notify us if you suspect unauthorized access or use of your account.
- Respect the intellectual property rights of **DIRENDUMAN** and third parties. You may not copy, distribute, transmit, display, perform, or create derivative works from the Content without prior written permission.
- Comply with all applicable laws and regulations while using our website and services.
- Refrain from engaging in any unlawful, abusive, or unauthorized activity that could interfere with or disrupt the operation of the website or our services.

By using our website, you agree to adhere to these user obligations and acknowledge that failure to comply may result in termination of your access to the website and potential legal consequences.

2. Ordering and Payment Orders can be placed through our website. We accept various payment methods and ensure secure transactions.

Ordering and Payment

Process for Placing Orders

1. **Browsing Products:** Browse our website and select the products you wish to purchase by adding them to your shopping cart.
2. **Reviewing Cart:** Review your shopping cart to ensure the selected items, quantities, and specifications (such as size or color) are correct.
3. **Proceed to Checkout:** Proceed to checkout and provide necessary information such as shipping address, contact details, and preferred shipping method.
4. **Payment:** Choose from our accepted payment methods and complete your payment securely through our encrypted checkout process.
5. **Order Confirmation:** Once your payment is successfully processed, you will receive an order confirmation email with details of your purchase.

Accepted Payment Methods

We accept the following payment methods for your convenience:

- Credit and Debit Cards (Visa, MasterCard, American Express)
- Apple Pay & Google Pay

Security of Payment Transactions

At **DIRENDUMAN**, we prioritize the security of your payment transactions. Our website uses Secure Sockets Layer (SSL) technology to encrypt your payment information during transmission. This ensures that your sensitive data is protected from unauthorized access. Additionally, we adhere to industry standards and best practices to safeguard your personal and financial information.

By placing an order through our website, you can rest assured that your payment details are handled securely and with the utmost care.

3. Shipping and Delivery We ship worldwide with delivery times and costs varying by location.

Shipping and Delivery

Shipping Policies

At **DIRENDUMAN**, we strive to provide reliable and efficient shipping services to ensure your order reaches you promptly and in perfect condition.

Delivery Times

Delivery times may vary depending on your location and the shipping method selected during checkout. Typically, orders are processed within 14 business days from the date of purchase. Once your order has been dispatched, you will receive a shipping confirmation email with tracking information.

Shipping Costs

Shipping costs are calculated based on the destination of your order and the selected shipping method. During checkout, you will see the applicable shipping charges before finalizing your purchase.

Delivery Methods

We partner with reputable shipping carriers to ensure reliable delivery of your orders. The available delivery methods may include standard shipping, express shipping, and other options depending on your location and preferences.

Track Your Order

Once your order has been shipped, you can track its progress using the tracking number provided in your shipping confirmation email or by logging into your account on our website.

Contact Us

If you have any questions about shipping, delivery times, or shipping costs, please feel free to contact our customer service team. We are here to assist you and ensure a smooth shopping experience.

4. Returns and Exchanges You can return items within 14 days in their original condition. Contact customer service for instructions.

Conditions for Returns and Exchanges

At **DIRENDUMAN**, we want you to be completely satisfied with your purchase. We offer returns and exchanges under the following conditions:

- **Unworn and Unused:** Items must be in their original condition, unworn, unwashed, and with tags attached.
- **Original Packaging:** Products must be returned in their original packaging to ensure safe transit.
- **Receipt or Proof of Purchase:** A receipt or proof of purchase is required for all returns and exchanges.
- **Exclusions:** Certain items, such as personalized or final sale items, may not be eligible for return or exchange. Please check the product description or contact us for more information.

Timeframe for Returning Items

You have 14 days from the date of delivery to initiate a return or exchange. Beyond this timeframe, we may not be able to process your request.

Instructions for Returning Products

To return or exchange an item, please follow these steps:

1. **Contact Us:** Notify our customer service team of your intention to return or exchange the item. You can reach us via email at info@direnduman.com.
2. **Packaging:** Securely package the item in its original packaging, if possible, to prevent damage during transit.
3. **Include Documentation:** Include a copy of your receipt or proof of purchase with the returned item.
4. **Shipping:** Ship the package to the address provided by our customer service team. Please note that return shipping costs are the responsibility of the customer, except in cases where the return is due to our error.
5. **Confirmation:** Once we receive your returned item, we will inspect it and notify you of the status of your return or exchange.

Contact Us

If you have any questions or need further assistance regarding returns and exchanges, please don't hesitate to contact our customer service team. We are here to help make your shopping experience as smooth and enjoyable as possible.

5. Limitation of Liability We disclaim all warranties and limit our liability to the maximum extent permitted by law.

Disclaimer of Warranties

All information, content, materials, and products on **DIRENDUMAN**'s website are provided on an "as-is" and "as-available" basis. We make no representations or warranties of any kind, express or implied, regarding the accuracy, reliability, or completeness of the content or the availability of the products. Your use of the website and reliance on any information or materials provided is at your own risk.

Limitation of Liability for the Company

In no event shall **DIRENDUMAN**, its directors, officers, employees, affiliates, or agents be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of or in any way connected with your use of the website or the purchase or use of any products offered through the website. This includes, but is not limited to, damages for lost profits, loss of data, business interruption, or any other commercial damages or losses, even if advised of the possibility of such damages.

6. Intellectual Property All content on our website is owned by **DIRENDUMAN** and protected by intellectual property laws.

Ownership of Content and Intellectual Property Rights

All content, materials, and products displayed or accessible on **DIRENDUMAN**'s website, including but not limited to text, graphics, logos, images, and software, are the property of **DIRENDUMAN** or its licensors and are protected by copyright, trademark, and other intellectual property laws.

You may not reproduce, modify, distribute, or republish any content from our website without prior written permission from **DIRENDUMAN**. Unauthorized use of any content or intellectual property on this website may violate copyright, trademark, and other laws.

7. Governing Law These terms are governed by Swiss law. Any disputes will be resolved in the courts of Zurich, Switzerland.

Applicable Law and Jurisdiction for Disputes

This Agreement and any disputes arising from or related to your use of **DIRENDUMAN**'s website shall be governed by and construed in accordance with the laws of Switzerland, without regard to its conflict of law provisions.

Any dispute, controversy, or claim arising out of or in connection with this Agreement, including its existence, validity, interpretation, performance, breach, or termination, shall be settled by arbitration in accordance with the Swiss Rules of International Arbitration of the Swiss Chambers' Arbitration Institution in force on the date of commencement of the arbitration, which rules are deemed to be incorporated by reference in this clause. The number of arbitrators shall be [specify number] and the seat of the arbitration shall be **ZURICH**, Switzerland. The arbitral proceedings shall be conducted in **German**.

8. Changes to Terms We may update these terms and conditions. Changes will be posted on this page.

How Changes to Terms Will Be Communicated

We reserve the right to update, change, or replace any part of these terms and conditions at our discretion. Changes to the terms will be communicated to you in the following ways:

- **Website Notification:** We will prominently display a notice on our website to inform you of any changes to the terms and conditions. This notice may include a summary of the updates and when they will take effect.
- **Email Communication:** If you have provided us with your email address, we may send you an email notifying you of the changes to the terms and conditions. This email will include a link to the updated terms and may provide additional details about the changes.
- **Direct Notification:** In some cases, we may communicate updates to the terms and conditions through direct messages on our platform or through other communication channels you have provided consent for us to use.

It is your responsibility to review these terms periodically for changes. Your continued use of our website after any updates to the terms and conditions constitutes acceptance of those changes.

Effective Date: 30.07.2024