

## COCO TUTU and Leo Cycle

When placing an order, it is important to understand and agree to our terms and conditions. If you have any questions or require clarification on any aspect of the terms and conditions, please contact us immediately at [cocotutuatelier@gmail.com](mailto:cocotutuatelier@gmail.com)

Please note that these terms and conditions may be subject to change, Please review them periodically for any updates or modifications.

Last updated: 30th September 2024

## TERMS AND CONDITIONS

### PROCESSING TIME:

1. The processing time for rental and recycle items is 1-3 business days, unless specified otherwise.
2. For custom products, the processing time depends on our availability and the production timeline. The estimated shipment date will be provided to the customer prior to ordering.

### SHIPPING:

1. Items are shipped from Hong Kong Island.
2. We utilise shipping providers such as SF Express and Hong Kong Post.
3. Shipping within Hong Kong SAR typically takes approximately 2-5 business days.
4. Shipping includes a tracking number.
5. The customer will be charged for the shipping and handling cost unless stated otherwise.
6. For international orders, please contact the seller to arrange shipping at the buyer's cost.

### RETURNS AND CANCELLATION POLICY:

1. Cancellations are not possible for custom and personalisation orders, rental costumes, and recycled leotard items after the order is placed.
2. In-person fitting is offered for custom and rental costumes, depending on the custom plans, at specified locations determined by the seller.
3. Size adjustments can be arranged during the fitting for rental costumes at the seller's discretion, as long as they do not affect the design and function of the costume. Otherwise, the seller will recommend an alternative costume.
4. Custom products are final and not eligible for returns or exchanges. Some alterations can be agreed upon during the fitting.
5. The size of the custom costume is determined by the customer's own measurements if the client opts out of in-person measuring by the label.
6. If the customer's actual size differs from the measurements taken, the seller will offer an alteration at an additional cost determined by the seller.
7. All decisions regarding alterations are at the discretion of the seller.

## LOYALTY PROGRAM:

1. Upon placing the first custom order, the dancer is automatically enrolled in the Coco Tutu loyalty program.
2. Upon placing the first rental order, the dancer is automatically enrolled in the Leo Cycle loyalty program and can enjoy the benefits as long as the deposit remains with Leo Cycle.
3. The trade-in value of the tutu is determined based on the condition of the costume and is applicable only to costumes provided by Coco Tutu.
4. The benefits of the loyalty program are subject to change at the discretion of the seller.

## DEPOSIT:

1. A deposit of 500 HKD is required for rental costumes to ensure the proper care and return of our products.
2. The deposit must be paid in full before the costume is released for rental.
3. The amount of deductions is calculated based on damages, late fees, loss of costume/accessories/any packaging. Additional charges may apply.
4. In case there is a deduction from the initial deposit, the client may be asked to recharge the deducted amount to continue benefiting from the loyalty program.
5. The deposit refund will be processed upon the client's request.

## USE OF PHOTOS:

By submitting photos featuring our costumes, you agree to the following terms and conditions:

1. Ownership: You confirm that you are the rightful owner of the submitted photos or have obtained the necessary permissions and rights from the owner(s) to use and submit the photos.
2. License Grant: You grant us a non-exclusive, royalty-free, worldwide license to use, reproduce, distribute, display, and modify the submitted photos for promotional and marketing purposes related to our business, including but not limited to our website, social media platforms, advertisements, and other marketing materials.
3. Consent for Publication: You consent to the publication of the photos, including your name and any accompanying captions or descriptions, in connection with the promotion and marketing of our costumes. You understand that the photos may be publicly displayed and shared, and you waive any claims of privacy or confidentiality regarding the submitted photos.
4. Image Rights: You acknowledge that any individuals depicted in the photos have given their consent for their image to be used for promotional purposes and that no payment or compensation will be made to any individuals depicted in the photos.
5. Indemnification: You agree to indemnify and hold us harmless from any claims, damages, or liabilities arising out of or related to the use of the submitted photos,

including but not limited to any infringement of intellectual property rights or violation of privacy rights.

6. Modification or Removal: We reserve the right to modify, edit, or remove any submitted photos at our discretion, without prior notice.
7. Credits and Attribution: We will make reasonable efforts to credit the photographer and any individuals involved in the photos when using them for promotional purposes, provided that the necessary information is provided to us at the time of submission.
8. No Compensation: You acknowledge that you will not receive any compensation, royalties, or financial remuneration for the use of the submitted photos, as the license granted is non-exclusive and royalty-free.

#### TAXES AND CUSTOMS:

1. Prices do not include taxes for orders outside Hong Kong ASR.
2. Any potential taxes, customs handling fees, or additional charges are the responsibility of the customer.

Please make sure to carefully read and understand these terms and conditions before placing an order.

Thank you & Looking forward to seeing you in our costumes!