

SHIPPING

All orders are shipped from Indonesia:

Please note- due to delays from COVID-19, all international orders are expected within 7-10 business days, however this may vary by courier.

We normally process and dispatch all orders within 3 days of being placed if the item are in stock.

LURA cannot not take responsibility for packages that are lost, stolen or delayed through the postal system for domestic and international deliveries.

CUSTOMS & TAX DUTY

International orders may be subject to local import charges.

Any customs or import duties are charged once the parcel reaches its destination country.

These Customs & Duty vary by country and all charges must be paid by the recipient of the parcel.

We have no control over these taxes and cannot predict what they may be.

LURA will not be held responsible for any additional charges on your order, nor can we accept a return of International orders placed on our website.

Please take note of this when ordering on-line.

Customs policies and percentages of taxes vary widely from country to country, so *please contact your local customs office* for information.

LURA will not process any refunds/exchanges/postage fees on returning parcels that have been sent back initiated by the shipping company because customer refuses to pay potential customs clearance.

RETURN & EXCHANGE POLICY

Due to boarder and shipping restrictions imposed based on the current COVID-19 situation. We are limited to process returns and exchanges. All returns and exchanges may/can take an extended amount of time.

Order Cancellations or Changes:

We work quickly as possible to process and fulfil orders to get your jewellery to you as quickly as we can. Due to courier limitations, we are unable to cancel or make any changes to your order *once it has been shipped*. If you need to make any changes or cancel your order please contact us right away at info@lurajewels.com at the time of placing your order. Cancellation requests due to the customer declining the customs charges will **not be processed**.

Damaged Items: Any items that are broken or defective as a result of a manufacturer defect or from the shipping must be reported within 3 days upon receiving date (please be sure to inspect all items in your order immediately upon receiving) with ***attaching the unboxing video***. Contact LURA immediately and we will discuss how best to return the item(s) so that we may assess the damage and fix or replace the defective item(s). All shipping due to damaged items will be paid by the customer (Return shipping) and LURA as goodwill will bare the delivery charges.

Exchanges and Refunds: You can exchange or refund any undamaged product/s purchased from us as long as it is returned unopened and unused within 14 days upon receiving date.

Returned goods have to be undamaged and in the same condition as the customer received them as ***per their unboxing video***.

Customers are responsible for all shipping costs to return.

All refunds will be deducted by 15% for the handling fee (From the cost of the product).

Return of undamaged goods for exchange/refund is *entirely at your cost and risk*. Due to health regulations, we are unable to refund or exchange pierced earrings and piercings purchases.

Please note, all hand made custom pieces are non-refundable.

How to Return your Order: In order to return your product, you must notify us through our contact page we will then email you within 48 hours with instructions for returning your item.

Items returned to us **MUST** be deemed by us to be in their original condition and packaging before a refund will be issued. LURA will only refund return regular mail postage IF you are returning an incorrect or defective item. For all other returns please kindly ensure that sufficient postage is affixed to the package. Any return postage or shipping charges paid by LURA for packages that are not for incorrect or defective items will be deducted from the refund provided. Please send your returns in their original packaging to:

LURA Jewels,
Jalan Bumi 4, Blok C 47
Kelurahan Gandol
Kecamatan Cinere
Depok
Kode Pos 16512
Indonesia

For your protection, please send returned items in a rigid (hard) cardboard box with bubble wrap or wrapped then packed in a bubble-padded envelope.

We recommend that you insure your package as we are not responsible for product returns that arrive to us damaged, and will not credit you for these items.

Items returned to us in a standard un-padded envelope or proper rigid (hard) cardboard box are almost certain to be damaged by some postal services and/or couriers.

LOST PARCELS & DELIVERY ISSUES

LURA cannot be responsible for any orders delivered to incorrect addresses due to customer error. If we do not receive correct shipping information at the time of your order or within 12 hours of your order being placed, we are not liable for any costs incurred to retrieve or resend your order or for any lost or irretrievable packages. Any delivery issues or lost packages are the responsibility of the customer. In the case of a lost package, we will do everything in our power to correspond with the respective couriers to retrieve your package or to file a claim for the value of the goods. Any extra costs incurred by LURA are the responsibility of the customer and we will email you for clarification/approval of these additional cost.

CHARGEBACKS AND BANK DISPUTES

Any chargebacks or disputes filed by a customer to their bank before corresponding with LURA will be considered in poor faith and a violation of our online purchase policies. LURA will do everything in its power to resolve the issue directly with the customer as per the policies above. Chargebacks or Disputes may extend this process by several months before any refunds or resolutions can be made. Any costs incurred by LURA due to chargebacks or disputes are the responsibility of the customer.

By completing a purchase through our online store (www.lurajewels.com), you agree to all the terms and conditions listed above.

CLEANING & CARE

LURA jewellery is hand crafted lovingly in Bali.

We want you to look and feel amazing wearing our jewellery and help you keep it in great condition with a little love and card maintenance.

Please take time to do so and you will cherish your little gem for ages.

All our jewellery is made from highest quality materials and completed with an anti-tarnish finish. All LURA jewellery is 925 Silver and/or with gold plating.

Follow the tips below to keep your jewellery looking great and to increase its longevity.

Care tips for all materials:

- Remove jewellery before swimming, bathing, doing household chores or other strenuous activities, exercising or using abrasive cleaners.
- If you need to clean your jewellery, we recommend using mild soap, water and a soft bristled brush (such as a toothbrush), rinse clean and pat dry with a soft cloth. Or a special silver cleaning cloth.
- Avoid direct contact with beauty products such as perfume, hairspray, lotions, body oils and cosmetics while wearing your jewellery.
- When not in use, we recommend storing it in a ring box, preferably airtight to avoid tarnishing. It is also recommended to store jewellery separate from each other to minimise scratching, tangling and chipping.

WARRANTY

LURA's products are made with high-quality craftsmanship.

It is unusual for our products to have faults, however, LURA Jewels warrants that our products manufactured and sold by us will be free from defects in material and workmanship.

LURA Jewels will repair any products proven to be faulty due to manufacturing within 5 (5) working days notification after the date of purchase by the customer with proof of original sales receipt and video unboxing.

Warranty Detail

If the item in question is proven to be defective, LURA Jewels will offer a repair or replacement of our choice depending on the fault. The outcome of the warranty is at the discretion of LURA Jewels. This warranty does not cover damage or loss, kinks or change in colour (tarnished), as a result of normal wear and tear, nor will it cover mishandling or neglect from its wearer. This policy does not cover any damage caused by the customer due to negligence or stress on the item concerned. The warranty is void if external attempts of repair are made.

Repair Detail

Rings, Bracelets and Necklace's stones/crystals/diamonds and their fixtures can be replaced without complete item replacement. Metal work repairs depend on the extent or

location of the damage or issue, in this case, the item in question must be returned for evaluation.

All gold-plated items require a new round of plating after repair. and this will be charged to the customer. A approval by email must be attained by LURA before we proceed with any new gold plating and the amount due has been paid in full.

Out of Warranty Repairs

If an item is broken outside of the Four (4) months warranty period or the damage is not considered a fault, LURA Jewels will do their best to supply an affordable and fair solution to repair the item in question. All costs associated with this type of repair will be borne by the customer.

Shipping Costs

Customers are responsible for all shipping costs on returns and out of warranty repairs.

Discontinued Item Sales

All sales on discontinued items are final and not eligible for return/repair.

LURA Jewels Website Terms & Conditions of Use

At LURA Jewels, we essentially will try to do everything we can to make sure you feel special with your on-line shopping experience with us at www.lurajewels.com.

Everything below is a legal guideline, but we can often be flexible, we really hope in making you feel loved and beautiful with our rings, necklaces and bracelets and work on the foundation of attaining this for you.

By ordering a product from LURA, you will be deemed to have read, understood and *agreed to the Use and Terms and Conditions* of our e-commerce website.

If you are uncertain with any aspect of these, then please contact us before placing any order with us.

This website is operated by LURA Jewels. Throughout the site, the terms “we”, “us” and “our” refers to LURA Jewels. LURA Jewels offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/or purchasing our products or services, you agree to engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including any additional terms and conditions and policies referenced herein and/or available by hyperlink.

These Terms of Service apply to all users off the site, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services, Exit now. If these Terms of Service are

considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which may be added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page.

We reserve the right to update, change or replace any part of these Terms of Service 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 and deemed agreed upon.

Our store is hosted on Wix.com. They provide us with the online e-commerce platform 3rd parties that allows us to sell our products and services to you.

ONLINE STORE TERMS

A contract between the customer and LURA Jewels for the sale of our products will only exist once an order has been accepted, processed and despatched (at which point the buyers credit/debit card will be charged for the value of the goods despatched). This does not affect the customer's statutory rights. Prices and availability of goods are subject to change without notice. This means that the price confirmed after placing the order may be different to that charged at delivery (*Not including any exchange rates that may apply to credit/debit cards and on-line bank to bank transfers*).

Every effort is made to ensure that this will not happen – please refer to our returns policy. A delivery charge will be added to your order value where appropriate, please see delivery times and charges.

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorised purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws).

You must not transmit any worms or viruses or any code of a destructive nature. A breach or violation of any of the Terms will result in an immediate termination of your Services.

All dates quoted for delivery are estimated delivery dates only and may be subject to change and we cannot accept liability for any loss or damage (whether direct or indirect) for delivery at any time other than the estimated date for delivery.

All orders received before 3pm (local time) will, subject to availability, be despatched on the following day for a 3-7 working day delivery (depending on local or international delivery).

Those orders received after 3pm will be despatched on the day after the next day. A delay of delivery by inevitable events e.g. strike, lockout or other losses of the supplier extends the time for delivery in an appropriate way. If a supply should be impossible due to the events mentioned above, we are entitled to withdraw totally or partly from the contract.

GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time without providing notice.

You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us. The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information.

Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

MODIFICATIONS TO THE SERVICE AND PRICES

All prices do not include the legal VAT or import taxes.

A document of identification of the VAT on your order is not possible due to legal reasons. As currencies we accept USD via Paypal and secure credit card payment through our website, whereby the fee for the above mentioned payment services, Insurance and packing are computed 1 to 1. We confirm the exact amount during confirmation of your order. The buyer can contradict the confirmation of order within 2 working-days by E-Mail. In the case of confirmation on the part of the buyer the delivery time is reduced accordingly. In the case of orders from abroad we charge the buyer all resulting shipping and customs expenses.

Only after complete payment will the buyer be the owner of the goods.

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

PRODUCTS OR SERVICES (where applicable)

Certain products or services may be exclusively available online through our website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colours and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any colour will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of LURA Jewels. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

ACCURACY OF BILLING AND ACCOUNT INFORMATION

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person/individual, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address.

In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made.

We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy.

OPTIONAL TOOLS

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input.

You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

THIRD-PARTY LINKS

Certain content, products and services available via our Service may include materials from third-parties.

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us.

We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libellous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right.

You further agree that your comments will not contain libellous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

PERSONAL INFORMATION

Your submission of personal information through the store is governed by our Privacy Policy. To view our Privacy Policy.

ERRORS, INACCURACIES AND OMISSIONS

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

PROHIBITED USES

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall LURA Jewels, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility.

Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by local Indonesian law.

The limitations of liability in these conditions shall apply equally for the benefit of LURA Jewels and any other associated company of LURA Jewels as if references to LURA Jewels included references to each such associated company.

While LURA Jewels endeavours to ensure that the information on this website is accurate and up to date, it does not give any warranty as to its accuracy or completeness and LURA Jewels will not be responsible for any errors or omissions or for the results arising from the use of such information.

CRYSTALS/GEMSTONES

Certain Crystals & Gemstones are very powerful and have strong effects on our energy system. However, they are not meant to replace any medical treatment or considered an alternative form of treatment. They may be used in addition to medical treatment. Please consult a doctor or qualified medical professional if you feel any symptoms of illness.

JEWELLERY

All LURA items are individually hand made which makes each piece so unique and special. Please be aware that although the designs are set, due to the handcraft of each item by talented individual human craftsman & craftswomen, they may slightly vary to the designs on the website. Please note, we use *natural stones/gems/crystals/diamonds*, therefore we cannot guarantee an exact depiction of the photo and its colour. We delight in providing unique jewellery. You know you have a beautiful design that is similar to but not exactly the same as others – this makes it special, beautiful and unique, and one of a kind – just like you!

RANGE OF ITEMS ONLINE/OFFLINE

We endeavour to display through our website all items in our current range.

We aim to hold stock of all styles and sizes. However, occasionally an item will be out of stock and if this is the case this will be highlighted in your shopping basket or taken off from the website. The stock status for your order will also be notified to you on your order confirmation where and if available.

ALL RIGHTS RESERVED

The contents of these pages (including our pictures, designs, logos, photographs, text written and other materials) are owned by LURA Jewels and its content and technology providers or their respective owners. ALL RIGHTS RESERVED.

The copying, modification, distribution, reproduction, or incorporation into any other work of part or all of the material available on this website in any form is prohibited:

Copy, print or download extracts of the material on this website for the sole purpose of using this website or placing an order with LURA Jewels. Copy print or download the material on this site for the purpose of sending to individual third parties for their personal information provided that you acknowledge us as the source of the material and that you inform the third party that these conditions apply to them and that they must comply with them.

INDEMNIFICATION

You agree to indemnify, defend and hold harmless LURA Jewels and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

SEVERABILITY

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

TERMINATION

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

These Terms of Service are effective unless and until terminated by either you or us.

You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.

If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

ENTIRE AGREEMENT

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you services shall be governed by and construed in accordance with the laws of Indonesia.

CHANGES TO TERMS OF SERVICE

You can review the most current version of the Terms of Service at any time at this page. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at info@lurajewels.com

PRIVACY POLICY

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from lurajewels.com (the "Site").

We value the trust you place in us at LURA Jewelry. We do try to safeguard your privacy, and want you to be aware of how that's done. The points below are part of our privacy policy and are listed to help describe how we gather and use personal information about you. If you have any questions or concerns about our privacy policy, please contact us at: info@lurajewels.com

Personal information we collect

When you visit the Our Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information".

We collect Device Information using the following technologies:

- "Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- "Web beacons", "tags", and "pixels" are electronic files used to record information about how you browse the Site.

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number. We refer to this information as "Order Information".

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Order Information.

How do we use your personal information?

We use the Order Information that we collect generally to fulfil any orders placed through

the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations).

Additionally, we use this Order Information to:

- Communicate with you;
- Screen our orders for potential risk or fraud; and
- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimise our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

We use the Device Information that we collect for advertising and retargeting campaigns including but not limited to Facebook, Google, and Youtube.

Sharing your personal Information

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Wix.com to power our online store--you can read more about how Wix.com uses your Personal Information here: <https://www.Wix.com/legal/privacy>. We also use Google Analytics to help us understand how our customers use the Site -- you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Behavioural advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by using the links below:

- Facebook: <https://www.facebook.com/settings/?tab=ads>
- Google: <https://www.google.com/settings/ads/anonymous>
- Bing: <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

Do not track

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

Your rights

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

Data retention

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

Changes

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

Contact us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at info@lurajewels.com