

Pica Pica Website Terms and Conditions

Effective date: 1 September 2026 | Last updated: 6 September 2026

These Terms and Conditions were last reviewed on 6 September 2026. Pica Pica recommends that customers retain a copy for their records.

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1. About Us

This website is operated by **Pica Pica**, trading as **Pica Pica Accessories**, with a registered or principal business address at Watergrange, Redhills, Kildare, Co. Kildare, R51 E729, Ireland, company or business registration number 595170, email info@picapicaaccessories.com and telephone 087 175 1848 (“Pica Pica”, “we”, “us” or “our”).

2. Acceptance of These Terms

These terms apply to your use of the Pica Pica website and to orders placed through it. By using the website or placing an order, you agree to these terms. If you do not agree, please do not use the website. Nothing in these terms limits any mandatory rights you have under applicable consumer law.

3. Eligibility and Account Security

You must have legal capacity to enter into a contract. If you create an account, you are responsible for providing accurate information, keeping your login details confidential, and notifying us promptly of suspected unauthorised access. We may suspend an account where reasonably necessary to protect customers, the website or our business.

4. Products, Descriptions and Availability

We take reasonable care to describe and display products accurately. Colours and appearance may vary slightly because of device settings, photography, natural materials or manufacturing variations. Product measurements are approximate unless stated otherwise. All products are subject to availability, and we may withdraw or amend a listing before accepting an order.

5. Orders and Contract Formation

Placing an order is an offer to buy. After you order, we will send an acknowledgement; this does not necessarily mean your order has been accepted. A binding contract is formed when we send an order acceptance or dispatch confirmation, whichever occurs first. We may decline an order before acceptance, including where a product is unavailable, payment cannot be authorised, a pricing or description error is obvious, delivery restrictions apply, or fraud is reasonably suspected. If we decline after taking payment, we will refund the affected amount.

6. Prices, Taxes and Payment

Prices are shown in euro. VAT, where applicable, and all delivery charges or other costs will be clearly shown before you place your order. You must pay using an accepted payment method and confirm that you are authorised to use it. If a displayed price is clearly incorrect, we may contact you to confirm the correct price or cancel the affected item and refund any payment made.

7. Promotions and Gift Cards

Promotional codes and gift cards are subject to any conditions stated when issued. Unless stated otherwise, they cannot be exchanged for cash, combined with another offer, or applied retrospectively. Statutory rights continue to apply to goods purchased using a promotion or gift card.

8. Delivery

We deliver to addresses within Ireland and to any other destinations made available at checkout. Estimated delivery times are provided at checkout and are not guaranteed unless expressly agreed. We will deliver without undue delay and within any period required by law. Risk passes to you when you, or a person nominated by you other than the carrier, takes physical possession of the goods. Please contact us promptly if an order is delayed, missing or arrives damaged.

9. Returns, Cancellation and Refund Policy

9.1 Your Right to Change Your Mind

For most goods bought online, you may cancel without giving a reason within 14 days from the day you, or a person nominated by you, receives the goods. For an order delivered in separate instalments, the period generally begins when the final item is received. To cancel, complete and send the Pica Pica Returns and Cancellation Form supplied with your order or available from us, or send another clear statement of cancellation, to info@picapicaaccessories.com or Pica Pica Accessories, Watergrange, Redhills, Kildare, Co. Kildare, R51 E729, Ireland, before the cancellation period ends. Use of the form is recommended because it helps us process your return, but it is not the only legally valid way to cancel.

9.2 Returning Change-of-Mind Goods

After notifying us, return the goods within 14 days to Pica Pica Accessories, Watergrange, Redhills, Kildare, Co. Kildare, R51 E729, Ireland, using appropriate protective packaging. Please include the completed Pica Pica Returns and Cancellation Form and the original delivery docket. If the delivery docket is unavailable, include another proof of purchase, such as the order confirmation or order number. Failure to include the form or docket will not remove your statutory rights, but may delay identification and processing of the return. For a change-of-mind return, you must pay the direct cost of returning the goods, and we will not reimburse that return cost unless we have expressly agreed otherwise or applicable law requires us to bear it. We recommend retaining proof of postage. You may inspect goods as you would in a shop, but we may reduce the refund to reflect loss in value caused by handling beyond what is necessary to establish their nature, characteristics and functioning.

9.3 Refunds for Change-of-Mind Cancellations

For a valid change-of-mind cancellation, we will refund the price paid and the cost of our least expensive standard delivery option, as required by law. We do not refund the cost of returning the goods or any supplementary delivery cost resulting from your choice of a premium or more expensive delivery service. We will refund using the original payment method unless you expressly agree otherwise, and we will not charge a refund fee. We may withhold payment until we receive the goods or you provide evidence that they were sent back, whichever occurs first. We will make the refund without undue delay and no later than 14 days after the day on which we receive the goods or you provide evidence that they were sent back, whichever occurs first.

9.4 Exceptions to Change-of-Mind Returns

Earrings: For health and hygiene reasons, earrings cannot be returned or exchanged for a change of mind once the hygiene seal or protective packaging has been opened or removed. Earrings that remain sealed and otherwise qualify for the statutory cancellation right may be returned in accordance with this policy. This restriction does not affect your statutory rights where earrings are faulty, damaged, incorrect or not as described. The change-of-mind right may also not apply to goods made to your specifications or clearly personalised; goods liable to deteriorate or expire rapidly; sealed goods not suitable for return for health-protection or hygiene reasons once unsealed; goods inseparably mixed with other items after delivery; or other categories excluded by law.

9.5 Faulty, Damaged or Incorrect Goods

Goods must conform to the contract, be as described, be fit for their normal purpose and meet all other applicable legal requirements. If goods are faulty, damaged, incorrect or not as described, email info@picapicaaccessories.com with your order number and reasonable details. Depending on the circumstances and your legal rights, remedies may include termination and a refund, repair, replacement or a proportionate price reduction. We will bear reasonable return costs where the goods do not conform to the contract. Nothing in this policy excludes or restricts your statutory rights.

10. Website Use and Acceptable Conduct

You may use the website only for lawful, personal purposes. You must not interfere with its operation or security; attempt unauthorised access; introduce malicious code; scrape or harvest data without permission; impersonate another person; use the website for fraudulent activity; or reproduce website content except as permitted by law or with our written consent.

11. Intellectual Property

Unless stated otherwise, the website and its text, graphics, logos, photographs, designs, software and other content are owned by or licensed to Pica Pica and are protected by intellectual-property laws. No rights are transferred to you other than the limited right to use the website in accordance with these terms.

12. Reviews and User Content

If you submit a review or other content, you confirm that it is truthful, lawful, relevant, and does not infringe another person's rights. You grant us a non-exclusive, worldwide, royalty-free licence to use, reproduce and display that content for operating and promoting our business, subject to applicable data-protection law. We may moderate or remove content where reasonably necessary.

13. Third-Party Links

The website may contain links to third-party sites. We do not control them and are not responsible for their content, availability or practices. A link does not imply endorsement. Your use of a third-party site is subject to its own terms and policies.

14. Privacy and Cookies

We process personal data in accordance with the Privacy Policy and Cookie Policy published on the Pica Pica Accessories website. These policies explain how we collect and use personal data, how cookies and similar technologies are used, and how you can manage your preferences. Nothing in them reduces your rights under data-protection law.

15. Liability

Nothing in these terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or breach of mandatory consumer rights. Subject to this, we are not responsible for losses that were not reasonably foreseeable when the contract was formed, or for business losses suffered by a consumer. If you use the website or products for business purposes, separate business terms should apply.

16. Events Outside Our Reasonable Control

We are not liable for delay or failure caused by circumstances outside our reasonable control. We will take reasonable steps to minimise the effect, notify you where appropriate, and comply with any rights you have to cancel or receive a refund.

17. Complaints

Please send complaints to info@picapicaaccessories.com or to Pica Pica Accessories, Watergrange, Redhills, Kildare, Co. Kildare, R51 E729, Ireland. Include your contact details, order number and a description of the issue. We will acknowledge and address complaints within a

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reasonable time. You may also seek independent advice from the Competition and Consumer Protection Commission or another appropriate dispute-resolution body.

18. Changes to These Terms

We may update these terms from time to time, for example to reflect legal, technical or business changes. The version applicable to an order is the version displayed when the order is placed. Material changes will be communicated where required by law.

19. General

If any provision is found unlawful or unenforceable, the remaining provisions continue in effect. A delay in enforcing a right is not a waiver. You may not transfer your rights or obligations without our consent, but we may transfer ours where this does not reduce your legal rights. These terms, together with any policies expressly incorporated into them and the order confirmation, form the agreement between you and us regarding the relevant purchase.

20. Governing Law and Jurisdiction

These terms and any non-contractual obligations arising from them are governed by the laws of Ireland. If you are a consumer resident in another country, you may also benefit from mandatory protections under the law of your country of residence. The Irish courts will have jurisdiction, without depriving you of any right to bring proceedings in another court available to you under mandatory consumer law.

21. Contact Details

Pica Pica Accessories
Watergrange, Redhills, Kildare, Co. Kildare, R51 E729
Email: info@picapicaaccessories.com
Returns email: info@picapicaaccessories.com
Telephone: 087 175 1848
Company or business registration number: 595170