

## **Terms & Conditions**

Welcome to Heritage Collections. By accessing or using our website, products, or services, you agree to the following Terms & Conditions. Please read them carefully before making a purchase.

### **1. General Information**

Heritage Collections is an online boutique offering curated jewelry, accessories, and lifestyle products inspired by culture, craftsmanship, and timeless style.

We reserve the right to update, modify, or replace any part of these Terms & Conditions at any time without prior notice.

### **2. Products & Availability**

All products displayed on our website are subject to availability. We strive to ensure all product descriptions, images, and pricing are accurate; however, slight variations in color, texture, and appearance may occur due to lighting, screen settings, and the handcrafted nature of certain items.

We reserve the right to:

- Limit quantities purchased
- Discontinue products at any time
- Correct pricing or description errors

### **3. Orders & Payments**

By placing an order, you confirm that:

- All billing and shipping information provided is accurate
- You are authorized to use the selected payment method

Orders are subject to acceptance and availability. Heritage Collections reserves the right to cancel or refuse any order for any reason, including suspected fraud or unauthorized transactions.

### **4. Shipping & Delivery**

Shipping times are estimates and may vary depending on location, carrier delays, holidays, or unforeseen circumstances.

Heritage Collections is not responsible for:

- Delays caused by shipping carriers
- Lost or stolen packages marked as delivered

- Incorrect addresses submitted by customers

Customers are responsible for ensuring shipping information is correct at checkout.

## **5. Returns & Exchanges**

We want you to love your purchase. If you are not satisfied, eligible items may be returned or exchanged within five (5) days of delivery.

To qualify for a return:

- Items must be unused and in original condition
- Items must include original packaging
- Proof of purchase is required

Non-returnable items may include:

- Custom or personalized items
- Final sale or clearance products
- Worn or damaged items

Customers are responsible for return shipping costs unless the item arrived damaged or incorrect.

## **6. Damaged or Incorrect Orders**

If you receive a damaged or incorrect item, please contact us within 48 hours of delivery with photos and order details so we can assist you promptly.

## **7. Intellectual Property**

All content on this website, including logos, branding, images, graphics, text, and product designs, is the property of Heritage Collections and may not be copied, reproduced, or used without written permission.

## **8. Privacy Policy**

Your privacy is important to us. Information collected during purchases or website visits is used only to:

- Process orders
- Provide customer support
- Improve website experience
- Send updates or promotions (if subscribed)

We do not sell or share customer information with third parties except as necessary to process payments, fulfill orders, or comply with legal obligations.

## **9. Marketing Communications**

By subscribing to our mailing list, you agree to receive promotional emails and updates from Heritage Collections. You may unsubscribe at any time using the link provided in our emails.

## **10. Limitation of Liability**

Heritage Collections shall not be liable for any indirect, incidental, or consequential damages arising from the use of our website, products, or services.

## **11. Governing Law**

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the State of Florida, United States.

## **12. Contact Information**

For questions regarding these Terms & Conditions or our Privacy Policy, please contact us at:

### **Heritage Collections**

Email: [info@heritagecollectionstore.com](mailto:info@heritagecollectionstore.com)

Website: [www.heritagecollectionstore.com](http://www.heritagecollectionstore.com)

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## **Privacy Policy**

### **Information We Collect**

We may collect the following information when you interact with our website:

- Name
- Email address
- Shipping and billing address
- Phone number
- Payment information
- Purchase history

### **How We Use Your Information**

Your information may be used to:

- Process transactions
- Deliver orders
- Communicate with you regarding purchases
- Improve customer service and website functionality
- Send promotional communications

## **Data Protection**

We implement reasonable security measures to protect your personal information. However, no online transmission or storage system is completely secure.

## **Third-Party Services**

We may use trusted third-party providers for payment processing, shipping, analytics, or email marketing. These providers only access information necessary to perform their services.

## **Cookies**

Our website may use cookies to improve browsing experience, analyze website traffic, and personalize content.

## **Your Rights**

You may request access, correction, or deletion of your personal information by contacting us directly.

## **Changes to This Policy**

Heritage Collections reserves the right to update this Privacy Policy at any time. Updates will be posted on this page with the revised effective date.

## **TERMS AGREEMENT**

By completing your purchase, you agree to our policies, and everything detailed in our Terms & Conditions.

**Effective Date:** 05/29/2026