



## STORE POLICY

### 1. SERVICE AVAILABILITY

Products offered through **The 9** "website" are only available for delivery within the Republic of Cyprus. If you wish to place an order for delivery abroad, your order will be subject to our acceptance. If we do not accept your order and funds were deducted from your account, you will be fully refunded. After placing your order, you will receive an email from **The 9** confirming that we have received your order in an email called "Order Confirmation". All orders are subject to our acceptance, and we will confirm any such acceptance via an email confirming the article has been dispatched or, if you selected the in-store pick-up option, by sending you an email that the product is available for in-store pick up at our store in 9 Hellados Avenue, 8020 Paphos, Cyprus, "Shipment Confirmation". Any articles bought via our website whose delivery time is over 2 weeks will require a 50% downpayment and 50% upon delivery.

### 2. DELIVERY

We will try to fulfill your order of product(s) listed in the Shipment Confirmation by the delivery date set out in the Shipment Confirmation or, if no estimated delivery date is specified, within 14 days of the date of the Shipment Confirmation. Reasons for delay could include 1. Customization of products; 2. Tailormade articles; 3. Unforeseen circumstances; or 4. Delivery area. If you choose Akis Express as your delivery courier, they will call you to pick up your article from the closest collection point in your area. The "delivery" shall be deemed to have been completed or the goods shall be deemed to "have been delivered" upon receipt of the product(s) at the designated collection point, or upon in-store pickup, where applicable. Regardless of which delivery method you choose you will be required to provide a government-issued identification document. To pick up orders placed through the "in-store pickup option", you (or a third party designated by you) must provide the order number found on the electronic purchase receipt, together with the purchaser's name and one form of government-issued identification. If someone other than you picks up your order, we will record their name for confirmation of delivery purposes.

### 3. RISK AND OWNERSHIP

The product(s) will be at your risk from the time of successful delivery. Ownership of the product(s) will only pass to you when we receive full payment of all sums due.

### 4. PRICE AND PAYMENT

The price of the products shall be the one quoted on our website. While we take care to ensure that all prices quoted on our website are accurate, errors may occur. If we discover an error in the price of any product(s) you have ordered, we will inform you as soon as possible and give you the option of reconfirming the order at the correct price or canceling it. If we are unable to contact you, the order will be treated as canceled and if you have already paid for the product(s) you will receive a full refund. We are under no obligation to sell the product(s) to you at the incorrect (lower) price even after we have sent you an Order Confirmation. All prices are inclusive of shipping charges and sales tax (if applicable). The total cost of the order is the price of the product(s) ordered plus the delivery charge and sales tax (if applicable). Prices may change at any time. Sales tax is charged (if applicable) according to the shipping address of your order as required by applicable law. Once you have finished shopping on the Website, all the products you wish to purchase are added to your basket. Your next step will be to go through the checkout process and



-chase are added to your basket. Your next step will be to go through the checkout process and make payment. Payment for orders will be made to VW&VW LTD. By clicking on the "Finalize Order" button, you are confirming that the credit card is yours or that you are the owner of the gift voucher. Vouchers are subject to validation checks and authorization by your card issuer. If we do not receive the required authorization, we will not be liable for any delay or nondelivery. If payment is made via PayPal or gift voucher issued by **The 9**, the total amount of your purchase will be charged upon confirmation of your order.

## 5. RETURNS AND EXCHANGE

Online Purchases: Subject to the conditions set forth below, **The 9** will gladly accept returns or exchanges of any products except furniture within 10 days of purchase or delivery. Refunds can be made in the form of cash or a gift voucher. If the original form of payment is not available, please contact Customer Service. If you wish to receive a refund you can make a return in person at **The 9** store located at 9 Hellados Avenue, 8020, Paphos, Cyprus, or the designated collection point of the courier. Any items returned to us via Akis Express that are subject to delivery charges, the buyer takes on those charges. You should send the product in the same package received. If you have any concerns regarding our return policy you can contact us through our "Contact" webpage or at the telephone number +357 26 222 589. If you wish to exchange a product, provided you have the receipt, you may do so in person, at our physical store **The 9** store which is located at 9 Hellados Avenue, 8020, Paphos, Cyprus within ten (10) days of the date of the receipt date. You may also request an exchange online if you purchased as a Registered User. You will have fourteen (14) days from the date you request the exchange to return the original item(s). If you do not return the original item within 14 days, the request will be considered canceled. Please allow 10 business days for the refund to appear on your bank statement (due to different banking institution policies). This policy is in addition to and does not affect consumers' rights under any applicable law. Please include with the product being returned all original boxes, instructions, documents, and wrappings. After reviewing the product, we will let you know whether or not you have a right to a refund based on our Return and Exchange policy conditions. We will refund any money received from you using the same method used to make a payment if the card is available. If not, subject to any legal requirements, we will issue you a gift voucher. Gift vouchers are valid for the period of one year. Gift vouchers may not be converted to cash at any point. In circumstances where you consider that the product does not correspond to your order, you should complete the Return Form provided with the article you want to return. You may return the product to us in person at The 9 store located at 9 Hellados Avenue, 8020, Paphos, Cyprus, or by Akis Express at your own expense.