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available, published interfaces that are provided by us (and only pursuant to the Terms and Conditions), unless you have been specifically allowed to do so in a separate agreement with us; (iv) forge any TCP/IP packet header or any part of the header information in any email or posting, or in any way use the Website to send altered, deceptive or false source-identifying information; or (v) interfere with, or disrupt, (or attempt to do so), the access of any user, host or network, including, without limitation, sending a virus, overloading, flooding, spamming, mail-bombing the Website, or by scripting the creation of Your Content in such a manner as to interfere with or create an undue burden on the Website.

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While CHANEL has tried to accurately display the colors and shape of products, the actual colors and/or shape You see will depend on your monitor and may not be accurate.

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5) ELIGIBILITY

The purchase of products through the Website is strictly limited to parties who can lawfully enter into and form contracts on the Internet in accordance with the laws of Kuwait.

In order to make purchases on the Website, you must provide your personal details, including your real first and last name, valid mobile telephone number, valid e-mail address, payment details, valid billing address and other requested information as indicated. You represent and warrant that the payment details you provide are valid, complete and correct and confirm that you are the person referred to in the billing information provided.

The Website is only available to persons who meet CHANEL terms of eligibility, those who hold a valid debit or credit card by a bank acceptable to CHANEL, and those who have authorized us to process a charge or charges on their debit or credit card in the amount of the total purchase price for the product(s), including any taxes or delivery fee if applicable, which they purchase. Products purchased are for personal or gift use only and shall not be re-sold, used for commercial purposes or for any other commercial benefit. CHANEL reserves the right to restrict multiple quantities of an item being delivered to any one customer or delivery address.

By making an offer to purchase product(s), you expressly authorize CHANEL to perform credit checks and to transmit or obtain your debit or credit card information or credit report information (including any updated information) to or from third parties to authenticate your identity, validate your debit or credit card, obtain an initial debit or credit card authorization and/or authorize
individual purchase transactions, as we deem necessary. You agree that we may use personal information provided by you in order to conduct appropriate anti-fraud checks and such personal information may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.

6) ORDER OF THE PRODUCTS

The products available on the Website, including any samples CHANEL may provide to you, are for your personal use only. You may not sell or resell any products you purchase or otherwise received from CHANEL.

The products appearing for sale on the Website are subject to acceptance and availability. If, for any reason following the placement of an order for product(s), we are unable to supply a particular product, we will inform you as soon as possible.

Through the CHANEL Online Boutique, CHANEL offers Products for sale to non-trade Customers, in the capacity of consumers, aged over eighteen (18) and with full legal capacity. Products are sold on a retail basis strictly for personal use. Therefore, CHANEL limits orders to:
- Three (3) items of the same cosmetic Product with a limit of fifteen (15) cosmetic Products per order purchased by the same Customer.
- One (1) item of the eyewear Product with a limit of three (3) eyewear Products per order purchased by the same Customer.

In general, CHANEL reserves the right to refuse any order of Products of an abnormal nature, in particular in the event of orders in quantity and/or for amounts which would be reasonably deemed abnormal by CHANEL.

All orders are subject to acceptance by CHANEL. We reserve the right to refuse or cancel an order for any reason, including inaccuracies, or errors in product or pricing information, that we are unable to obtain authorization for payment, that delivery restrictions apply to a particular item, that the item ordered does not satisfy our quality control standards and is withdrawn, or that you do not meet the eligibility criteria set-out within the Terms and Conditions, or any other problem identified by us.

CHANEL will store a record of your transactions for a minimum of 5 years.

Once your order has been placed, you will receive an email acknowledging the details of your order. This email is not an acceptance of your order, it is a confirmation that we have received it.

Unless cancelled, acceptance of your order will be perfected upon completion of the packing of your order by us. Completion of the contract between you and CHANEL will be perfected when we dispatch the products to you, at which time you will receive a second email confirming that your order has been dispatched. The sale contract is therefore concluded in Kuwait and the language of the contract is English. Neither our third-party payment processor nor our nominated courier has the authority to accept an order on behalf of CHANEL.

We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from the Website, whether or not that product has been sold, removing, screening or editing any materials or content on the Website, refusing to process a transaction or unwinding or suspending any transaction after processing has begun.
Every effort is made to make sure all details on the Website are accurate, however we may from time to time discover an error in the pricing of products. If we discover an error in the pricing of a product in your order, we will let you know as soon as possible. We shall be under no obligation to accept or fulfil an order for a product that was advertised at an incorrect price and reserve the right to cancel such an order that has been accepted or is in transit. If you order a product that is priced incorrectly, we will email or telephone you to inform you that we have not accepted your order and/or that the relevant part of your order has been cancelled. If you have already paid for the product(s), we shall refund the full amount as soon as we are able. In the event that products are recalled in transit, we will process your refund once the products have been returned to us.

By confirming your purchase at the end of the order process, you agree to accept and pay the full amount payable for the product(s) as set out in your order, including any delivery charges applicable to that order.

7) PRICES AND PAYMENT POLICY

If you are a customer whose card is not denominated in Kuwait dinar, the final price will be calculated in accordance with the applicable exchange rate on the day your card issuer processes the transaction.

We accept the following forms of payment:

- Debit Card
- Credit card: VISA & MASTERCARD, American Express
- Apple Pay

All card payments are subject to validation checks and authorization by the issuer through the issuer’s channel of choice, including external to the Website. If the issuer of the debit or credit card refuses to authorize payment, or if payment is not completed for any reason, we will not be liable for any delay or non-delivery. We will cancel your order and contact you for an alternative method of payment.

The details on the debit or credit card used to make the payment must match the exact ID information of the cardholder as held by the issuer. Payment will be debited and cleared from your account upon completion of the packing of your order by CHANEL. You confirm that the credit/debit card that is being used is yours or that you have been specifically authorized by the owner of the debit or credit card to use it.

No debit or credit card details will be stored, sold, shared, rented or leased to any third parties except by our online payment gateway service provider.

We have established a secure payment system for any order made in the CHANEL Online Boutique. Payments are made on an external platform through a payment service provider – ADYEN – complying with the PCI DSS security standards.

We take reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from the Website.
The Customer has the possibility of downloading his invoice from his personal space under the heading "My Orders".
In the event where the Customer has not created a customer account, his invoice is available as an attachment to the shipping confirmation e-mail that CHANEL sends him.

8) DELIVERY

CHANEL delivers within Kuwait and we estimate that your order is expected to be delivered within 1 to 2 (one to two) days (depending on your areas) from the day you receive your order confirmation email. In the event that delivery will exceed normal delays, our Customer Care will inform you that your order will be delayed.

Delivery will be free of charge.

If no one is available to accept delivery of the order, you will have the option to arrange for an alternative delivery date or be given additional information about the collection of your order from the courier company.

Orders may not be delivered to P.O. boxes, AFO/FPO addresses or to any address outside Kuwait.

9) CANCELLATION, RETURN AND EXCHANGE POLICY

At CHANEL, it is our intention to ensure our customers are satisfied with their purchases from us.

Cancellation

We understand that you might change your mind regarding your purchase. If you change your mind before receiving your order, call our Customer Care at 220 59 266 to cancel your order and we will use all reasonable endeavors to cancel it providing your order has not yet been processed. If your order has already been processed, the cancellation will be treated as a return. Please refer to our Return section below for further information. In all circumstances, you can always contact our Customer Care who will be happy to assist you.

Return

If you receive a wrong product, or a product received by you is damaged or defective, or if you simply wish to return your product(s), you may return the product(s) to us by contacting our Customer Care at 220 59 266 within a maximum 15 (fifteen) day period from receiving the order, a Customer Care agent will assist you with your request. Please note that we do not accept in store returns.

All products must be returned to us, unused and with all CHANEL tags, if any, still attached and in the same condition as received, and in their original box and packaging, within 15 (fifteen) days of receipt of the products by you. We will not accept any returns for products if the original packaging has been opened or tampered with, or if the returned product(s) are damaged or soiled.
Once we have inspected the returned product(s) and approved the return, we will refund the price paid by you for the product(s). Refunds will be back to card and it takes up to ten (10) business days depending on the different payment providers.

In case of defective products and after our inspection and approval, we will refund the price paid by you for the product(s). Refunds will be made back to the card used for the purchase, and it may take up to ten (10) business days for you to receive the refund, depending on the different payment providers.

We offer a flexible return policy to make your online shopping experience as easy and convenient as possible. However, we monitor the number of returns made by customers and may refuse to accept orders at our discretion if products are returned repeatedly.

**After-sales service**

No claim will be taken into account and no exchange of Products ordered on the CHANEL online Boutique can be made in a CHANEL boutique or in a point of sale where CHANEL branded Products are sold. Please contact the Customer Care at 220 59 266 for any after-sales enquiries.

**10) PRODUCT LIABILITY**

By buying products through our Website, you acknowledge and agree that CHANEL carries no product liability save as described in the preceding paragraphs in relation to returning and exchanging the products or refunding/crediting the price paid, and that full liability for the products rests with the manufacturer. The terms of the manufacturer’s product liability are found in the product’s package or in the notice that accompanies the products.

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15) MISCELLANEOUS

We reserve the right to modify these Terms and Conditions at any time. Any modifications of these Terms and Conditions will be effective once published on our Website. Any changes to the Terms and Conditions will not apply to orders which have been concluded pursuant to the previous version of the Terms and Conditions. Your continued use of the Website (or any of our other websites) following such change shall signify your agreement to be bound by the modified Terms and Conditions. Please read the Terms and Conditions and check back often. If you do not agree to any change to the Terms and Conditions, then you must immediately stop using the Website.

These Terms and Conditions constitute the whole legal agreement between you and CHANEL and govern your use of the Website and all Services and products available thereon and completely replace any prior agreements between you and CHANEL in relation to the same.

You acknowledge and agree that the form and nature of the Services may change from time to time without prior notice to you and CHANEL may stop providing the same (or any features within them) to you or to users.

You understand that CHANEL grants the operators of public search engines permission to use spiders to copy materials from the site for the sole purpose of creating publicly available searchable indices of the materials and CHANEL reserves the right to revoke these exceptions either generally or in specific cases.

You understand that you are solely responsible for (and that CHANEL has no responsibility to you or to any third party for) any breach of your obligations under the Terms and Conditions and for the consequences (including any loss or damage which CHANEL may suffer) of any such breach.

If CHANEL does not exercise or enforce, or delays in its exercise or enforcement, of any legal right or remedy, this will not be taken to be a formal waiver of CHANEL’s rights.

You and CHANEL are independent contractors, and these Terms and Conditions, including but not limited to submission or distribution of Your Content, will not, in whole or in part, establish any relationship of partnership, joint venture, employment, franchise or agency between you and CHANEL. Neither party will have the power to bind the other or incur obligations on the other’s behalf without the other’s prior written consent. Neither party is authorized to act as an agent or representative of the other or for or on behalf of the other party in any capacity other than as expressly set out in the Terms and Conditions. Neither party shall advertise, represent or hold itself (or any of its agents) out as so acting or being authorized so to act, or incur any liability or obligation on behalf of, or in the name of, the other party, unless specifically provided for in these Terms and Conditions.

If any of the provision of these Terms and Conditions is held to be illegal or unenforceable, the other terms of these Terms and Conditions shall not be affected and shall remain in full force and effect.
These Terms and Conditions are reproduced in English and Arabic. If there is any inconsistency between the English text and the Arabic text, the English text will apply unless applicable local law requires otherwise.

These Terms and Conditions are governed by the laws of Kuwait and all disputes arising hereunder are subject to the exclusive jurisdiction of the Kuwait courts.

16) CONTACT US - CUSTOMER CARE

If you have any questions about the Terms and Conditions or any aspect of your order, please contact our CHANEL Customer Care

-by email

-by telephone at 220 59 266 every day from 09:00 AM to 09:00 PM.

-through Live Chat via the “Contact an Advisor” section.

Customers may also find information on the CHANEL Online Boutique, via the link FAQ, and via the link Privacy Policy.