

See also: [FAQs \(Frequently Asked Questions\) »](#)

Customer Information, Terms & Conditions

Big Vanilla is a UK-based company specialising in the supply of summer fashion and accessories. Big Vanilla is part of The Kimono Company. [Click here to download](#) these terms as a printable Adobe Acrobat pdf document.

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PRINCIPLES OF CUSTOMER SERVICE

- We ask for payment in full before your order can be fulfilled. We accept most major credit cards, and cheques in UK Pounds Sterling (£). We do not charge you until your order is ready to be shipped.
- Delivery in the UK is usually within a week, unless an item is marked as out of stock. Please contact us if you need a more urgent delivery.
- Delivery overseas will take longer than in the UK.
- We guarantee a full refund or exchange if you are not completely satisfied with your purchase.
- We fully respect your privacy: see our Privacy Policy for details. Our online ordering system is secure and can be used with complete confidence.
- When ordering online, you are asked to accept these Terms and Conditions before checkout can be completed.
- You can download and save or print this Customer Information and Terms & Conditions document for your own reference.

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PAYMENT

We must receive payment in full for the goods and delivery charges before your order can be accepted. However, we will not take payment until the goods are ready to be shipped.

We accept most major credit and debit cards (Mastercard, Visa, Maestro, American Express, PayPal). Customers with UK bank accounts can pay by cheque.

All credit/debit card purchases are subject to the normal validation checks and authorisation procedures adopted by the card issuer. Any refusal by the card issuer to authorise the payment to us, for any reason, will not render us liable for any delay or non-delivery.

Transactions made with Big Vanilla may appear on your bank or credit card statement as 'The Kimono Company', 'www.thekimonocompany.co.uk' or similar. Big Vanilla is part of The Kimono Company.

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ORDERING ONLINE

You can order online from Big Vanilla with complete confidence and peace of mind. Our online ordering system is fully secure: all credit card transactions are processed in encrypted form by a certified secure-payment service provider, Protx Ltd (www.protx.com). We do not see or store any credit card data when a customer orders through our website, other than the last 4 digits of the card number.

You can verify the security of your connection during the payment process by checking the bottom of your browser window. When the connection is secure, you will see a closed padlock, and the address at the top will change from http://www... to https://www...

You can change the contents of your shopping basket as many times as you like until you are ready to start the payment process (checkout). On the basket page, simply amend the quantity and click Update, or tick the Remove box and click Update.

Once you have placed your order online, you will receive an automated confirmation email with order number. If you do not receive the email, please contact us as soon as possible. The automatic email confirmation is not a guarantee that goods are available. We will notify you separately, by personal email or a phone call, if ordered goods are not available or are subject to delay. If for any reason we are unable to supply the goods ordered and you do not want an alternative, we will cancel the order.

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ORDERING BY POST, FAX OR PHONE

The following options are only available to:

* customers in the UK, or

* overseas customers with a UK bank account, or with a credit/debit card registered to a UK address.

UK Customers: post your order to the following address, enclosing a cheque or your credit/debit card details:

Big Vanilla
St James House
The Reddings
Cheltenham
GL51 6RL

Overseas customers with a UK bank account can post orders to the same address.

Cheques should be made payable to 'The Kimono Company' and must be in UK Pounds Sterling.

Alternatively, UK customers can fax an order to us at any time on 0800 083 9278.

You may put items into the online shopping basket, complete your name and address details, print the page and post it to us. Please remember to include either a cheque or card details.

We will notify you as soon as possible if ordered goods are not available or are subject to delay.

Phone orders: we can take your order by phone. If we are not available when you call, leave your name and phone number so that we can call back later and take your order details.

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DELIVERY

We are a UK-based company, but we ship our products worldwide.

Delivery times vary: usually within a week for the UK, slightly longer for overseas. Estimated UK delivery times and stock information are given on each product page, under the Add to Basket button. We are often able to make urgent deliveries upon request, though this is not guaranteed. Please use your order form to specify your desired delivery date, or contact us by email. If we are unable to fulfil all or part of your order, we will let you know immediately and give you an opportunity to cancel.

The total cost of the order is the price of the products plus postage and packing charges. Postage and packing within the UK is £4.00 per order, regardless of the number of items ordered. We only charge you postage once per order, even if we send you more than one package.

Overseas postage charges are as follows:

Europe: £6.00

Rest of World: £10.00

During the online ordering process, customers are asked to indicate their country of residence. The correct postage charge is then added automatically to the order total.

Each country has different regulations concerning importation of goods, and we cannot advise customers what tax, if any, may be levied. Any duties payable are solely the responsibility of the customer.

Our company name does not appear on the outside of the parcel.

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RETURNS AND EXCHANGES

We have every confidence that you will be delighted with your purchase. However, if you are not completely satisfied, return any item to us in its original condition within 14 days of receipt, taking reasonable care to ensure that it reaches us safely, and we will gladly refund the cost of the goods or exchange them, as you prefer.

If you request a refund, we will do this as soon as possible or in any case within 30 days, as required by The Consumer Protection (Distance Selling) Regulations.

If you wish to return products to us, please complete the Return/Exchange Form supplied with your order. You will have to pay postage, unless the item is

defective or we have sent it to you in error (see below). When posting the package, obtain a proof of postage certificate from your post office, in case the package fails to reach us. Please address returns to:

Big Vanilla
St James House
The Reddings
Cheltenham
GL51 6RL
United Kingdom

Although the original charge for delivering the item to you is non-refundable, any replacement item you request will be sent to you free of postage and packing charges.

If you are returning an item because of an error on our part or because it is defective, we will be happy to refund the delivery charges incurred in sending the item to you and your costs in returning it to us.

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PRODUCT INFORMATION

We make every effort to match colours shown on the website as closely as possible to the actual garment. However, due to variations in colour reproduction or in individuals' screen settings you may find that some colours do not match exactly.

Please take care to wash your garment according to the instructions on the label.

Silk is not an easy-care fabric but a delicate one that should be ironed on the appropriate setting.

We cannot be held responsible for inappropriate use of a garment or damage caused by machine washing.

Labelling of all our garments conforms to UK labelling standards. Keep all garments away from fire.

If you have a query about our products, please email us from the Contact Us page, or call our Freephone number (UK customers only): 0800 083 9278. From outside the UK, call +44 1452 855311 (messages can be left 24 hours a day, 7 days a week).

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PRIVACY POLICY

Big Vanilla fully respects the privacy of its customers. All information you give us is stored securely, is not accessible to others and will not be passed to third parties without your consent. We will only use your information lawfully and in accordance with the Data Protection Act 1998.

The type of information we collect about you includes:

Name
Address
Phone number(s)

Email address

Credit/debit card details, but only if you provide this information to us on a paper order form or by phone. Credit/debit card information passing through our online ordering system is never seen by us (the Ordering Online section explains this in more detail).

We will only use your personal details to process your order and, unless you tell us otherwise, to keep you informed of new products, special offers or changes to the website.

We will give you the chance to be removed from our mailing list and e-mail list in the future. Alternatively, contact us at any time to ask to be removed from our lists. You can also check the information that we hold about you, and if you find any inaccuracy we will correct it promptly.

If you have any questions or complaints regarding our Privacy Policy please let us know.

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LEGAL

Any contract entered into through the purchase of items from this website shall be deemed to be made in the United Kingdom and shall be governed and construed in accordance with the laws of England. Any disputes arising will be heard in the courts of England and Wales.

The information and conditions shown above do not affect your statutory rights.

You may cancel your order (contract) within 7 days in accordance with your rights under the Consumer Protection (Distance Selling) Regulations.

We reserve the right to refuse to supply any individual or company. All goods offered on our website are subject to availability. We may cancel an order at any time before delivery.

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