

LUXE VEI TERMS & CONDITIONS

LAST UPDATED: JULY 10, 2019

These Terms & Conditions (Terms) apply to all orders placed by business customers through our website www.luxevei.com and govern our sale of apparel, customization services, and related products (collectively, Goods). By placing an order, you agree to be bound by these Terms.

1. APPLICABILITY

1.1 These Terms apply exclusively to B2B orders. They supersede any conflicting terms in purchase orders, invoices, or other documents.

1.2 By submitting an order or accepting a quotation from LUXE VEi, you accept these Terms in full.

2. ORDERS & ACCEPTANCE

2.1 Orders may be placed via our website inquiry form, email, or written quotation.

2.2 All orders are subject to acceptance by LUXE VEi within [10] business days. You must confirm acceptance in writing.

3. PRICING & QUOTES

3.1 Prices quoted are valid for 7 calendar days. After this, prices may change based on raw material or cost fluctuations.

3.2 Prices are exclusive of any taxes, shipping, duties, or fees unless otherwise stated.

4. PRODUCTION & LEAD TIMES

4.1 Sample orders typically complete within 2-4 weeks.

4.2 Bulk production typically completes in 4-8 weeks depending on complexity and volume.

4.3 Lead times commence after design approval, payment, and receipt of materials.

5. MINIMUM ORDER QUANTITY (MOQ)

5.1 MOQs vary by product and customization. Contact our sales team for specifics.

6. CUSTOMIZATION REQUESTS

6.1 LUXE VEi offers customized options for fabrics, trims, branding, printing, embroidery, packaging, and labeling. However, all customization requests are subject to feasibility. LUXE VEi reserves the right to decline any request that is too complex, requires unavailable materials, or exceeds reasonable production timelines.

6.2 For custom features or specifications, LUXE VEi will first assess the request and provide written confirmation outlining the expected cost and timeline. Production will proceed only upon the written approval from client.

6.3 LUXE VEi does not commit to long-term storage of custom designs or specifications. Customers are responsible for maintaining their own design files or documentation for future reference.

6.4 All custom designs, logos, or materials shared with LUXE VEi will be treated as confidential. LUXE VEi will not share or reproduce these designs for other clients without written permission. However, LUXE VEi retains the right to use general production techniques and know-how gained during the project, provided it does not disclose or replicate your proprietary information.

7. QUALITY ASSURANCE

7.1 Our products undergo multi-stage quality checks, including raw material inspection, in-line testing, and final verification.

7.2 You may request a pre-shipment sample for inspection before bulk production.

8. DELIVERY & TITLE

8.1 Goods are delivered EXW Sialkot, Pakistan, unless otherwise agreed.

8.2 Title and risk pass to the buyer when goods leave our facility.

9. PAYMENT TERMS

9.1 Payment terms are stated on each invoice (e.g., deposit upon order, balance before shipping).

9.2 Accepted methods: Visa, MasterCard, Western Union, MoneyGram, and Bank Transfers.

9.3 Payment must be received in full before order processing begins.

10. SHIPPING & LOGISTICS

10.1 We ship domestically and internationally — see our Shipping Policy for details.

10.2 Free shipping may apply on bulk orders meeting eligibility thresholds.

10.3 You will receive tracking information for all shipments.

11. RETURNS, EXCHANGES & DEFECTS

11.1 Returns and exchanges are accepted only for manufacturing defects or errors on our part, and must be reported within 7 days of delivery.

11.2 Returned goods must be unused and in original packaging.

11.3 LUXE VEi covers return shipping for errors on our part. If returns result from incorrect instructions or customer error, the buyer may cover return shipping.

12. LIMITATION OF LIABILITY

12.1 LUXE VEi is not liable for indirect, incidental, or consequential damages (e.g., loss of profit, production delays).

12.2 Our total liability for any claim will not exceed the price paid for the relevant Goods, except in cases of personal injury or gross negligence.

13. USER CONDUCT

By accessing and using our website, you agree to use the site and services only for lawful purposes. You must not:

- Violate any applicable laws or regulations.
- Infringe upon or violate our intellectual property rights or the rights of others.
- Interfere with or disrupt the website's functionality, security, or servers.
- Attempt to gain unauthorized access to any part of the site or its data.
- Use the site for fraudulent, abusive, or malicious activities, including false order submissions or impersonation.

We reserve the right to suspend or restrict access if we detect any misuse or misconduct.

14. TERMINATION OF USE

LUXE VEi reserves the right to terminate or restrict your access to our website or services at any time, without notice or liability, if we believe you have violated our Terms & Conditions, engaged in fraudulent or harmful behavior, or interfered with the operations of our business.

Upon termination, your rights to access or use the services will immediately cease, and we may remove or delete any associated data or content at our discretion.

15. ORDER CANCELLATION BY LUXE VEi

LUXE VEi reserves the right to cancel any order, custom request, or service inquiry at our sole discretion. This may occur without prior notice and without the obligation to provide a reason. In such cases, any advance payments made may be refunded at our discretion, unless the order had already entered production or involved non-refundable materials or services.

16. FORCE MAJEURE

LUXE VEi shall not be held liable for any delay or failure in performance resulting from causes beyond our reasonable control, including but not limited to natural disasters, acts of God, war, strikes or labor disputes, pandemics, government actions, supply chain disruptions, or power or internet outages.

In such cases, we will make reasonable efforts to resume operations as quickly as possible, but we cannot guarantee fulfillment or adherence to regular timelines under these circumstances.

17. INTELLECTUAL PROPERTY

17.1 All intellectual property (designs, branding, patterns) from customer will remain their property.

17.2 All intellectual property (templates, tools, and processes) from LUXE VEi will remain our exclusive property.

18. CONFIDENTIALITY

18.1 Both parties agree to keep all proprietary and pricing information confidential, and not to disclose it to third parties without written consent.

19. GOVERNING LAW & DISPUTES

19.1 These Terms are governed by the laws of Pakistan. Disputes will be resolved through Shimla jurisdiction courts (or alternative arbitration if mutually agreed).

19.2 Use of international sales laws, such as CISG, is excluded unless expressly agreed.

20. AMENDMENTS

20.1 LUXE VEi reserves the right to update these Terms at any time.

20.2 Changes will be communicated on our website; continued use after updates indicates acceptance.

21. CONTACT INFORMATION

For questions regarding these Terms, please contact us at:

Email: info@luxevei.com

Address: LUXE VEi Ltd., Sialkot, Pakistan

By placing an order, you confirm that you have read and agree to these Terms & Conditions.