

## **Policy&Refund**

### ANALYTICS CONSENT:

Websites may ask you to accept tracking cookies to make the websites work as you expect and personalize the marketing and advertising that you see through your internet browser. On this website, Google Tag Manager improves our ability to present users with more personalized product information.

### GENERAL TERMS:

Royaltributes and its affiliates (“we”) are committed to protecting and preserving your privacy. This policy, sets out the basis on which any data we collect from you, or that you provide to us, will be processed by us. By using our website (“Site”), you are accepting the practices described in this Privacy Policy. This Privacy Policy also describes the manner in which we process, use and disclose information that you provide to us when you use our Site.

By using this Site, you consent to the use of information as described in this Privacy Policy. We do update this Privacy Policy from time to time so please review this Privacy Policy regularly. If we materially alter our Privacy Policy, we will notify you of such changes by posting a notice on our Site. If you do not agree with the changes, then you should stop using the Site, and you should notify us that you do not want your information used in accordance with the changes.

If you would like to access, correct, amend, remove or limit the use of any of your information that has been collected and stored by us, please notify us by emailing [info@theroyaltributes.com](mailto:info@theroyaltributes.com)

### Information We Collect

In operating our Site, we may collect and process the following data about you:

Details of your visits to our Site and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data, including your IP address, the date and time you accessed or left the Site and which pages you viewed. Some parts of our Site use cookies and other technologies to collect this information about your general internet usage. See section below ‘How We Use Cookies’ to learn more.

Information that you provide directly to us by filling in forms on our Site, such as your name, address, email address, telephone number and credit card billing information.

Information provided to us when you communicate with us for any reason.

By submitting a telephone number to Royaltributes.com and its affiliates you agree that a representative of Royaltributes and its affiliates can contact you at the number you provide, potentially using automated technology (including texts/SMS messaging) or a pre-recorded message. Your consent is not an obligation to receive any of our products and/or services.

#### How We Use Cookies

A “cookie” is a small data file that is written to your computer's hard drive by your web browser.

You can set your browser to notify you when you receive a cookie. If you agree, the cookie file is stored on the hard drive of your computer. We use this information to improve our Site and present content in the most effective manner for you and your computer. You can decline to accept cookies. If you do not accept cookies, you may not be able to use the full functionality of your browser software or this the Site. We will use the services of outside parties to process data that we collect from cookies.

We do not track our users across time or across websites.

#### Use of Your Information

The information that we collect and store relating to you is primarily used to enable us to provide our products and/or services to you in the best possible manner. In addition, we may use the information for the following purposes:

To provide you with information relating to our services and/or products.

To provide third parties with statistical information about the users of our Site;

To monitor and conduct an analysis of our Site traffic and usage patterns; and

To analyze trends.

#### Security

To secure your information, we have put in place commercially suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect on our Site.

Nonetheless, the transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically on our Site, and transmission of such data is therefore entirely at your own risk.

#### Disclosing Your Information

Where applicable, we may disclose your personal information to any affiliated business entities.

We may also disclose your personal information to other third parties, such as:

Where we sell any or all of our business and/or our assets to a third party, whether through bankruptcy proceedings or other sale or merger.

Where we are legally required to disclose your information.

When we are contractually obligated to disclose it.

#### Third Party Websites

By accessing third party websites through our Site, you are consenting to the terms and privacy policies of those websites. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

#### Contacting Us

We welcome any queries, comments, complaints or requests you may have regarding this Privacy Policy.

Please do not hesitate to contact us at:

Royal Tributes sp. z o.o.,  
NIP 7123459165,  
REGON 525940142,  
KRS 0001049538,  
Ul. Marii Curie-Skłodowskiej 3/27, Lublin, Kod pocztowy: 20-029,  
info@theroyaltributes.com

#### RETURN & EXCHANGE POLICY

We will accept any unwashed/unworn/undamaged merchandise items for return or exchange within 30 days of shipment for domestic orders and within 60 days of shipment for orders outside EU. An item is considered damaged if pet hair, smoke, personal fragrance products, or other household odors are detectable.

There are no refunds, returns, or exchanges for digital downloads, undergarments; all sales are final. All returns, credits, and exchanges are evaluated and provided at the discretion of Royaltributes.com.

Shipping and Handling charges are non-refundable except in the case of a manufacturer's defect. All refunds will be credited to the original payment source. Postage for returns/exchanges is the customer's responsibility. We cannot issue refunds for merchandise not received by our returns department. We recommend that you use a traceable ship method to ensure successful delivery.

Send returns/exchanges to:

Royal Tributes sp. z o.o.,  
NIP 7123459165,  
REGON 525940142,  
KRS 0001049538,  
Ul. Marii Curie-Skłodowskiej 3/27, Lublin, Kod pocztowy: 20-029,  
info@theroyaltributes.com

Be sure to include:

A note detailing your REASON for exchange/return

ORDER NUMBER

FULL NAME & ADDRESS