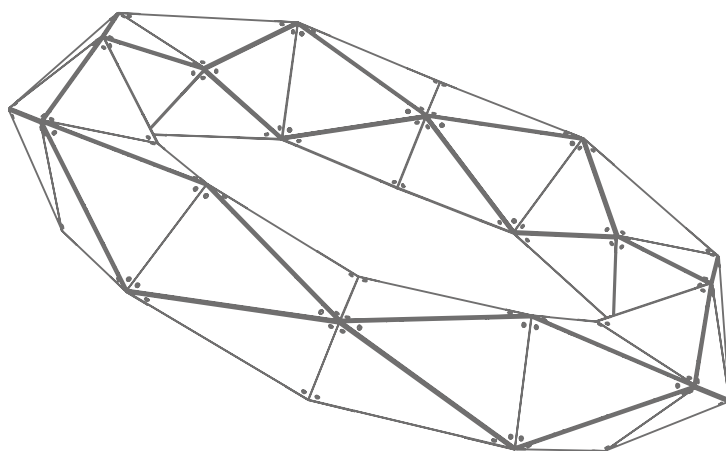


ILANEL



TERMS AND CONDITIONS

TERMS & CONDITIONS

ILANEL

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TERMS & CONDITIONS

FULL TERMS AND CONDITIONS

ILANEL

Any sales made are expressly conditional upon Purchaser's agreement to the terms and conditions in this document. These Terms and Conditions form a contract which applies to every sale by ILANEL Design Studio Pty Ltd. These terms and conditions supersede any prior agreements or correspondence between the purchaser and ILANEL Design Studio (whether oral or written). We reserve the right to change the terms and conditions of sale without notice.

These Terms and Conditions and the orders to which they apply will be governed and construed in accordance with the laws of the State of Victoria, Australia. The parties irrevocably agree that the courts of Victoria, Australia shall have exclusive jurisdiction to hear and determine any disputes which may arise out of or in connection with these Terms and Conditions and the orders to which they apply, including disputes about formation, validity, interpretation or termination and, for these purposes, each party irrevocably submits to the jurisdiction of the courts of Victoria, Australia to determine any such disputes according to Victorian law.

SUMMARY

1. Expected lead time of 4-12 weeks (variable without notice) is calculated from the time ILANEL Design Studio is in receipt of:
 - * Confirmation of all details.
 - * Payment has been received.
2. Once an order has been placed, payment is due within 7 days.
3. Delivery and installation:
 - * Prices do not include delivery or installation unless otherwise specified.
 - * All quoted freight rates are calculated for insured door to door freight.
 - * Expected transit time: 3-5 days (international) and 1-3 days (local) (variable without notice).
 - * Does not include duties & taxes of destination. These will be charged as per outlay to the consignee.
4. Prices do not include light globes, unless specified otherwise.
5. Prices based on total order acceptance only. Partial order will be subjected to price review.
6. Payment terms:
 - * Int: Full payment in advance
 - * Aus: 50% non-refundable deposit to confirm order. Balance to be paid prior to dispatch.
7. Payment options:
 - * ILANEL Design Studio accepts EFT or bank transfers only.
 - * BSB: 083004 ACC: 232582062 (use invoice # as reference).
 - * SWIFT CODE: NATAAU3303M

QUOTATIONS

Quotes remain valid for 30 days, barring errors or omissions, unless otherwise indicated.

Prices based on total order acceptance. Partial order will be subjected to review.

All components to be supplied are listed on the quote or invoice. Any additional components must be arranged by the client and may be subject to additional charges. Any variation in quantity or components will require a revised quote.

All prices are inclusive of GST (Australian Goods and Services Tax). GST is not charged for goods that are shipped outside of Australia.

Prices are ex-works. Additional freight will be charged unless specifically stated.

Product catalogue prices are subject to change.

Any written quotation will supersede all prior correspondence in relation to your order (verbal, written or otherwise).

Pricing may be subject to change without notice.

Expected lead time of 4-12 weeks is calculated from the time that ILANEL Design Studio is in receipt of:

- * A written purchase order.
- * Confirmation of all details, finishes and colours.
- * Payment has been received.

Delivery and installation:

- * Prices do not include installation unless otherwise specified.
- * All rates are calculated for insured door to door freight.
- * Expected transit time: 3-5 days (int) and 1-3 days (local). (variable without notice).
- * Does not include duties & taxes of destination. These will be charged as per outlay to the consignee.

Prices do not include light globes, unless specified otherwise.

Payment terms:

- * Prices in AUD unless otherwise specified.
- * We accept EFT only.
- * Int: Full payment in advance. Aus: 50% non-refundable deposit to confirm order. Balance payable prior to dispatch.

DESIGN MODIFICATIONS AND CUSTOM ORDERS

Modifications to products outside the standard specifications may be possible. All requests for modifications must be submitted in writing and are subject to ILANEL Design Studio approval.

Non-standard features or finishes may incur surcharges.

Any specific electrical requirements must be indicated and may incur surcharges..

All non-standard specifications must be expressly detailed in writing when requesting a quotation.

Clients must ensure the specifications of the ordered products are appropriate to their needs.

Design and manufacture of custom products requires diligent attention and, accordingly, time to ensure that work exceeds client expectations. Lead times of 6-12 weeks are to be reasonably expected and may be longer depending on the complexity and detail of the product.

Quotes and invoices will detail all the parameters that both parties agree on. No work will begin without express written approval of the client.

Any variations to a quote or invoice will require a revised quote or invoice, re-priced and timed accordingly.

ILANEL Design Studio is not responsible for inadequate calculations of architectural features including rooms, doorways, elevators and stairs. All drawings, dimensions, samples, descriptive matter and specifications are intended as a guide only.

ILANEL Design Studio reserves the right to change, alter or modify the design, dimensions, or construction of any item without prior written notice.

ORDER CONFIRMATION

Before placing your order, please read through our Terms and Conditions. By accepting any of our quotes or otherwise ordering any goods from us, you are confirming your agreement to all of these Terms and Conditions.

ILANEL Design Studio reserves an absolute discretion to accept or reject any orders submitted by the Customer if, in our sole opinion, it is unacceptable.

Any quote provided by ILANEL Design Studio to the Customer is an invitation to treat only and is subject to the Customer offering to purchase goods or services from us. The parties agree that any purchase order from the Customer will be deemed to be subject to these Terms and Conditions even if they are not expressly referred to in the purchase order or quote. If you reject our Terms and Conditions, we cannot continue with your order.

A binding contract of sale for the particular goods or services arises once the relevant order is accepted and ILANEL Design Studio issues an invoice for the goods or services. This document will supersede all prior correspondence in relation to your order (verbal, written, graphic, or otherwise). This document includes freight and insurance fees as indicated.

It is the Customer's responsibility to provide ILANEL Design Studio with its specific requirements in relation to the goods and services they require.

We may request that you or your company sign a non-disclosure agreement.

When purchasing a product or service from us, we may request certain personally identifiable information from you. You will be required to provide contact information (such as name, email, and postal address) and financial information (such as credit card number, expiration date). We use this information for the express purposes of billing and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Once your order has been placed, the deposit or full payment (refer payment terms below) is to be received within 7 days. Production begins soon after your payment is received and any changes to design or specifications may not be possible.

NO RELIANCE

Care has been taken in ensuring that the products and descriptions of them on our website, datasheets and catalogue are accurate. We do not, however, promise or represent that it is accurate or free from errors or omissions and we reserve the right to make any necessary corrections. You should enquire with us directly to ensure the accuracy and currency of the material you seek to rely upon.

The Customer acknowledges and agrees that it has not relied on any service involving skill and judgement, or on any advice, recommendation, information or assistance, provided by ILANEL Design Studio in relation to the goods or their use, installation or application.

The Customer has the sole responsibility of satisfying itself that the goods are suitable for the use of the Customer or any contemplated use by the Customer or its customers, whether or not such use is known by ILANEL Design Studio.

If any comments are provided by ILANEL Design Studio in relation to use, purpose, installation or application, such comments are merely general in nature and must not be relied on. The Customer must form (and solely rely upon) its own views and obtain its own independent advice as required.

Any description of the goods provided in a quote or invoice is given by way of identification only and the use of such description does not constitute a contract of sale by description or a warranty as to suitability or fitness for purpose.

ORDER AMENDMENTS

Due to tight lead times, the studio begins production shortly after payments are received.

Therefore we may only be able to change your order if manufacturing has not already begun.

Once your order has been confirmed, any request for subsequent changes must be sent in writing. No guarantee can be given that the requested change can be made.

Any variation or cancellation agreed to by ILANEL Design Studio will incur additional costs.

LEAD TIMES

Lead time is an estimate and is calculated from the time that ILANEL Design Studio is in receipt of payment or otherwise agreed and specified. We will provide you with an estimated delivery time upon placement of your order.

Please note that acceptance of your order implies that we will fulfil your order within the time specified in the delivery standards. The following situations are exceptions:

- if and when incorrect payment details, including credit card details, are supplied;
- where correct credit card details are supplied but funds are not approved;
- due to fire, flood, strike or other labour difficulty, act of God, act of any governmental authority or of the Purchaser, riot, embargo, fuel or energy shortage;
- wrecks or delay in transportation;
- inability to obtain necessary labour or materials;
- manufacturing facilities from usual sources or failure of suppliers to meet their contractual obligations;
- due to any cause beyond its reasonable control.

If any such event occurs, we may extend the delivery date by a period necessary to overcome the effect of such delay, allocate available products or cancel any purchase order.

While we will make every effort to achieve nominated delivery dates, delays do not constitute a breach of contract. ILANEL Design Studio is in no way liable for any resulting damages.

In the event that you supply incorrect payment and delivery details, ILANEL Design Studio will take all reasonable steps to contact you using the personal details that you have provided. In the event that your supplied contact details are incorrect, however, ILANEL Design Studio will not be held responsible for not fulfilling your order, nor for being unable to advise you that this is the case.

PAYMENT

Our standard payment terms are:

Australian Local Orders: 50% non-refundable deposit prior to commencement of production. Balance due prior to release of goods.

International Orders: 100% payment prior to commencement of production.

No goods will be dispatched before full payment has been received.

Our prices are in Australian dollars.

Payment is to be made via electronic funds transfer to our nominated bank account only.

Payment options:

- * EFT - BSB: 083004 ACC: 232582062 (use invoice # as reference).
- * SWIFT CODE: NATAAU3303M

Clients approved for invoice payments will have a 1% daily late fee levied on all late payments.

A storage fee of 1% of the value of goods per month or \$100 per week (whichever is higher) is payable for any goods which cannot be shipped due to client-related delays.

Goods remain the property of ILANEL Design Studio until full payment has been received.

RETENTION OF TITLE

Until full payment in cleared funds is received by ILANEL Design Studio for all goods supplied by it to the Customer, as well as all other amounts owing by the Customer, the following clauses will apply:

1. All title and property in all goods supplied remains vested in ILANEL Design Studio and does not pass to the Customer.
2. The Customer must hold the goods as bailee and fiduciary for ILANEL Design Studio.
3. The Customer must keep the goods separate from all other goods in all packaging and labelling (including barcodes and other markings, if any) applied to the goods by ILANEL Design Studio.

4. The Customer must allow ILANEL Design Studio and its representatives to inspect the goods during normal business hours on not less than 24 hours notice and, if any payment is overdue, the Customer must, if demanded by ILANEL Design Studio, immediately return the goods to ILANEL Design Studio.
5. The Customer must not sell, lease, dispose of, part with possession of, transfer or otherwise deal with the goods without the express prior written consent from ILANEL Design Studio until ILANEL Design Studio has been paid in full for those goods.
6. To the maximum extent permitted by law, ILANEL Design Studio and its representatives may, without notice, enter any premises where it suspects the goods may be located and repossess and remove them, notwithstanding that they may have been attached to (or form an accession to) other goods not the property of ILANEL Design Studio, and for this purpose the Customer irrevocably authorises ILANEL Design Studio and its representatives to enter such premises (and to the extent that the premises are third party premises, the Customer must procure access for ILANEL Design Studio and its representatives) and also indemnifies ILANEL Design Studio and its representatives from and against all costs, claims, demands, liabilities and any actions by any person arising from such action.
7. All costs and expenses (including legal costs on a full indemnity basis) of or incurred by ILANEL Design Studio in connection with any enforcement action shall be payable by the Customer on demand.

DELIVERY

All rates are calculated for insured express air freight from Melbourne, Australia to the address specified. Estimated transit times will be arranged with you once goods are ready for dispatch. While we use a premium freight service, transit times are beyond our control.

Rates do not include duties and taxes of destination. The Customer is solely responsible for all associated tolls, taxes, duties, excises, customs fees, import / export fees and compliance, clearances, warehousing, levies and insurances, and all quarantine matters. ILANEL Design Studio makes no representation in relation to any of these matters.

You will be contacted by email once your order has been dispatched. Once an order is dispatched and tracking numbers sent, it is the Client's responsibility to monitor the item online and, if an international order, ensure it is cleared by Customs at the other end.

The freight charge covers a single delivery at ground level during regular weekday delivery hours. Customers are responsible for checking that all goods have free and easy access to their intended destination. Before delivery, please provide us with full written details of any difficulty to access eg. stairs, delivery dock, lift etc. We reserve the right to charge additional costs for unusual access.

If there is no one at the delivery address at the time of delivery, alternative arrangements will need to be made directly with the carrier. - Deliveries will occur between 9am-6pm Monday to Friday. Exact times cannot be given.

Should delivery prove impossible, we may require the customer to accept the goods and make their own arrangements for delivery.

Orders must be delivered to an address where someone will be present during business hours to sign for the delivery. Anyone at the delivery address who receives and signs for the goods shall be presumed to be authorized to do so on behalf of the purchaser.

Any additional freight charges that accrue after dispatch will be passed on to the client.

Cancellation of a booked delivery is subject to a cancellation fee equivalent to the standard delivery price. In addition, a storage fee of 1% of the value of goods per month or \$100 per week (whichever is higher) is payable.

All deliveries are calculated to include insurance. ILANEL Design Studio will not be liable for any courier mishandling or damage unless expressly covered by that insurance.

If you wish to query a delivery please contact us at info@ilanel.com

Arrangements may be made for the collection of orders from:

ILANEL Design Studio in St Kilda, Melbourne, Australia.

INSPECTION

Your order will be fully insured. Clients must inspect goods at the time of receipt to make sure the goods arrive intact.

Any damage must be documented and noted on any delivery docket presented to you by carrier for signature.

Please document (photograph) any visible damage (including to the external packaging) and forward to info@ilanel.com as soon as possible and within 10 working days. We will not accept notification of any damages reported after this time

All packaging must be retained in the event of any damaged goods. Failure to do so may invalidate any claim.

You will have 2 (two) weeks from receiving your order for us to file a claim.

DAMAGES

All products are rigorously inspected before leaving our studio. We are not responsible for the following:

- Damage caused by improper installation or assembly by the customer or customer's agent.
- Damage caused by improper cleaning solutions or methods.
- Damage caused to our fixtures, parts of our fixtures, or shades, by the improper use and installation of light bulbs.
- Damage caused by exposure to weather or improper environment or positioning
- Changes in the appearance of hand rubbed finishes or unlacquered finishes - these are meant to age in appearance.
- any costs of installation, removal or reinstallation; restoration or repair work; or any parts purchased separately from our light fixtures.

Insurance claims will require photographic evidence to prove a claim.

All packaging must be retained to process an insurance claim.

MATERIAL VARIATION

Due to the handcrafted and individually finished nature of our pieces, slight variations in appearance are to be expected. This will include colour, form and finish of the final product, including materials (brass, copper, steel, aluminium, timber, ceramic, glass, plastic, rubber etc) and processes (bronzing/patination, anodising, painting, sandblasting, enameling, powder coating, lacquering, glazing etc). - Slight variations in appearance are a feature of hand made artisan craft and will not be accepted as a fault or reason for return.

Some finishes will change over time, these include unlacquered copper, brass and bronze patination. - Colours and finishes as viewed on digital and printed sources are representative only and may not appear identical to final products.

CANCELLATIONS

ILANEL Design Studio reserves the right to cancel any order at any time for whatever reason, in which case all funds paid by Purchaser will be returned.

Orders may only be cancelled by Purchaser in writing within 24 hours of order placement. If Purchaser chooses to cancel once the 24 hour cancellation window a 10% admin fee applies, if the project has not started.

If the deposit payment has been received and manufacturing started a 50% cancellation fee on non-custom orders will apply.

Cancellation of custom orders will not be accepted once production has begun.

Orders may only be cancelled with our written consent in our absolute discretion.

REFUNDS AND RETURNS

If for any reason you are not completely satisfied with your purchase, please contact us via telephone or email so we may resolve your issues.

Please choose carefully, we do not normally give refunds if you simply change your mind or make a wrong decision.

In extreme circumstances we may accept the return of a stock item. A restocking fee of 30% will apply.

Any request for returns must be made within 7 days of receipt of goods. - Goods will only be accepted for return if they are in the same condition as they were upon despatch

There is no refund or return possible on custom designed items (including custom colours and configurations or non-standard specified items), unless the items are completely different to the contract of sale.

Refunds and returns do not apply to goods which:

- have been installed, used, or damaged after delivery
- if any attempt has been made to alter the product,
- if they have been dropped or broken.

All products must be returned in their original condition.

All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via registered post and that you prepay all postage. You assume any risk of lost, theft or damaged goods during transit and therefore advise you take out shipment registration of insurance with your postal carrier. ILANEL Design Studio will not be responsible for parcels lost or damaged in transit if you choose not to insure.

WARRANTY

All products are rigorously inspected before leaving our studio.

The warranty terms are accepted by the consumer upon order of goods either through our website, distributors or through a direct sale.

All of our products are covered by a 2 year commercial or 3 year residential warranty from date of invoice, (not installation) against any defective or faulty work, which will be repaired or replaced at ILANEL Design Studio's discretion however we will require the client to cover shipping enroute back for repair. However, keep your delivery receipt as we will reimburse the cost of shipping if a fault is found with the product.

All lamps are individually checked before dispatch to ensure correct functionality. ILANEL Design Studio is not responsible for any damage which occurs once lamps have left the studio, including during transport.

While lamps have an average lamp life indicated, this is not guaranteed. LED lamps come with a 2 year replacement warranty. Incandescent lamps: no warranty – no manufacturer warrants filament lamps.

Fixtures are labeled clearly with the maximum allowable wattage therefore responsibility of purchaser / end client to ensure correct lamps & wattages are compliant. Please note: use of higher wattage bulbs than indicated will forfeit warranty.

Warranty does not cover:

1. Products contaminated or altered by a third party without prior written consent from ILANEL Design Studio.
2. Goods are not used as intended
3. Damage caused by improper cleaning solutions or methods.
4. Damage caused by improper installation or assembly by customer or customer's agent.
5. Damage caused by improper use of light bulbs including incorrect wattage or installation.
6. Damage caused by exposure to weather, improper environment or positioning
7. Changes in appearance of hand applied finishes or unlacquered finishes.
*Please note some finishes are designed to age in appearance
8. Any costs of installation, removal, or re-installation.
9. Restoration, repair work & any parts purchased separately from supplied light fixtures.
10. Product installed by an unqualified person.
11. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.

12. Any costs associated with servicing product.
13. Claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use, assembly, installation or a breach of this warranty either written or implied.

Repair and/or replacement timing will be subject to production schedules, and clients will be advised of timing. - If you believe any product to be faulty or defective, please contact us immediately.

ILANEL Design Studio must be notified of a potential warranty claim in writing and then agree to acceptance prior to the warranty claim being addressed.

Please note proof of purchase is essential.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

FORCE MAJEURE EVENT

No failure or omission by ILANEL Design Studio to carry out or observe any of these Terms and Conditions will, except as provided to the contrary in these Terms and Conditions, give rise to a claim against ILANEL Design Studio or be deemed to be a breach of these Terms and Conditions to the extent that and for so long as such failure or omission arises from any event reasonably beyond the control of ILANEL Design Studio and which occurs without the fault or negligence on behalf of ILANEL Design Studio (Force Majeure Event). ILANEL Design Studio must promptly notify the Customer of the occurrence of the Force Majeure event and take all reasonable steps to overcome or address the Force Majeure Event so as to resume normal performance of its obligations as soon as possible. If ILANEL Design Studio remains unable to properly perform its obligations under these Terms and Conditions for a continuous period of more than 6 months, then either party may elect to terminate or cancel all or any outstanding purchase orders.

LEGAL COMPLIANCE

Purchaser is solely responsible for compliance with all laws, ordinances, regulations, rules and standards relating to the installation, maintenance, use and operation of the products.

All risk in goods purchased by the Customer passes to the Customer upon collection of the goods by or on behalf of the Customer from ILANEL Design Studio's premises or upon despatch of the goods from ILANEL Design Studio's premises to the Customer's nominated delivery address (whichever occurs first). This document is given in addition to consumer guarantees and cannot exclude these rights.

These terms and conditions are governed by the laws of Victoria, Australia. In the event of a dispute you agree to submit to the exclusive jurisdiction of the courts of Victoria and the Federal Court of Australia.

LIMITATIONS OF LIABILITY

These terms and conditions do not exclude any liability which any law requires ILANEL Design Studio to accept. If ILANEL Design Studio becomes liable for any breach of any such condition or warranty, ILANEL Design Studio's liability shall be limited at its option, to any one or more of the following:

1. in the case of goods, to any one it determines of the following: replacement of the goods or the supply of equivalent goods; repair of the goods; payment of the cost of replacing the goods or acquiring goods; or payment of the cost of having the goods repaired; and
2. in the case of services, to either supplying the services again or payment of the cost of having the services supplied again.

The purchaser agrees that the entire risk arising out of installation and use of products remains with the purchaser. To the extent permitted by law, the purchaser agrees to release and discharge ILANEL Design Studio from all forms of direct, special, indirect or consequential loss or damage (including loss of profits, loss of data or loss or damage that may reasonably have been supposed to have been in the contemplation of the parties as at the date of this agreement) arising out of or in connection with ILANEL Design Studio, or this agreement, including, without limitation, loss or damage caused by the negligence of ILANEL Design Studio, or its related corporations. - To the extent permitted by law, ILANEL Design Studio, does not accept any liability whatsoever for the goods ordered and/or any loss or damage incurred by any person in relation to an order once it has been received by the courier for delivery

Purchaser's remedies set forth herein are exclusive and the liability of Seller with respect to the breach of this Agreement or any contract entered into between the parties pursuant hereto shall not exceed the price of the Product(s) or part on which such liability is based.

To the extent that the laws of any jurisdiction do not permit limitations or exclusions of implied warranties, incidental damages and consequential damages, the above limitations may not apply.

In such jurisdictions, the above limitations shall be enforced to the greatest extent permitted by applicable law.

Website Usability

To the maximum extent permitted by law, ILANEL Design Studio disclaims all warranties with regard to the information and applications contained on the website and your use of the website, including all implied warranties of merchantability and fitness. In no event shall ILANEL Design Studio, its contractors, agents, or employees be liable for any damages whatsoever (including special, indirect or consequential) arising out of or in connection with the use or performance of the website whether in contract, at common law or in equity, or on any other basis.

INTELLECTUAL PROPERTY

Logos, photos, brochures, advertisements, samples, displays and any other marketing collateral are resources supplied by ILANEL Design Studio to help assist the Customer in promoting the goods. They must be used solely in accordance with any advertising and promotional guidelines issued by ILANEL Design Studio. They are not to be used, applied, copied or duplicated for redistribution without written consent by ILANEL Design Studio. The Customer must immediately cease using and must, if requested, promptly return all materials of such kind when requested by ILANEL Design Studio to do so.

ILANEL Design Studio's goods (including their associated specifications, drawings and all documentation) incorporate its copyright, patents, designs and trademark rights which remain ILANEL Design Studio's absolute property. The Customer acknowledges that it has no proprietary right or interest in the intellectual property relating to any of the goods (including their associated specifications, drawings and all documentation).

The Customer must not attempt to register or record any of the intellectual property in respect of the goods or any part thereof or any patents, inventions, trademarks or designs derived from or substantially similar to the intellectual property in respect of the goods or aid or abet anyone else in doing so.

The Customer must not copy, create, sell, manufacture, reverse engineer, publish or process any goods using or taking advantage of the intellectual property in respect of the goods. Any intellectual property related documents provided to the Customer by ILANEL Design Studio must be returned on demand and must not be copied or communicated to any third party without the express written consent of ILANEL Design Studio.

ILANEL Design Studio's website aims to include the complete range of products. In addition, we endeavour to ensure that only accurate and up to date information is placed online. The materials displayed on our website or those supplied by us, including all editorial material, information, photographs, illustration, artwork and other graphic materials, and names, logos and trademarks, are the property of ILANEL Design Studio and are protected by copyright, trademark and other intellectual property laws.

Any such content may be displayed and printed solely for your personal and non-commercial use. You agree not to reproduce, retransmit, distribute, disseminate, sell, publish, broadcast or circulate any such material to any third party without the prior written consent of ILANEL Design Studio. Apart from this, ILANEL Design Studio does not grant any licence or right in, or assign all or part of, its intellectual property rights in the content or applications incorporated into the website or in the user interface of the website.

If you wish to establish a link to this website you must, in the first instance, contact ILANEL Design Studio at info@ilanel.com and provide the following information:

- the url of the website that you seek to establish a link from;
- a brief description of your website;
- the reason that you wish to establish a link.

MISCELLANEOUS

These terms and conditions supersede any prior and/or contemporaneous agreements or correspondence between Purchaser and Seller.

ILANEL Design Studio reserves the right to vary these Terms and Conditions from time to time. ILANEL Design Studio must give the Customer notice of any variation pursuant to this paragraph or must otherwise make the revised Terms and Conditions publicly available on its website (with or without specifically notifying the Customer). Variations will take effect from the date so notified or published on the website.

PRIVACY POLICY

We regard customer privacy as an important and vital part of our relationship with our customers. The following privacy policy applies to all users of the domain www.ilanel.com and conforms to internet privacy standards. If you have questions or concerns regarding this statement, please contact info@ilanel.com

Collection of information

In order to use the www.ilanel.com website, we may require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email addresses and login details. Any information collected by ilanel is collected via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

Use of collection information

Any details collected from our customers are required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

Access to collected information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at info@ilanel.com

Communications

ILANEL Design Studio uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from our mailing list by emailing us at info@ilanel.com

Third parties

ILANEL Design Studio may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose. ILANEL Design Studio does not share any information with third parties for any unknown or unrelated uses

Legal

ILANEL Design Studio reserves the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

Changes to privacy policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.