

Thank you for using Style Icon Ltd. Please read the following terms and conditions:

#### GENERAL

1.1. Style Icon Ltd. offers celebrity and personal styling, personal shopping, and blogging services.

1.2. Style-icon.co.uk is operated by Style Icon Ltd., 12 Musbury Street, London E1 0PJ Company Registration no: 5266165.

1.3. The terms and conditions are between Style Icon and the client using the services of Style Icon. The customer agrees to the terms and conditions set out herein.

#### DATA PROTECTION ACT

2.1. By providing your details to Style Icon, you consent to Style Icon's informing you of its latest offers via email. The data is collected lawfully and maintained by the Data Protection Act 1988.

2.2. Style Icon's privacy promise: Style Icon takes the privacy of its clients seriously and will not pass on any personal details to a third-party company without the customer's written and verbal permission. Occasionally, Style Icon has to arrange deliveries with stores/boutiques/PR companies as part of Style Icon's personal shopping or styling services. Clients are informed about the provision of any goods prior so as to discuss and confirm a preferred delivery address.

2.3. From time to time, Style Icon may send information about discounts, promotional offers, and events via a monthly newsletter. If the client does not wish to receive this information, the client should send an e-mail to info@style-icon.co.uk stating the desire to opt out.

2.4. All personal information is kept confidential.

2.5. Style Icon has a very high-profile celebrity client base. Therefore, the company adheres to a strict confidentiality practice and professional code of conduct.

#### PERSONAL STYLING/SHOPPING

3.1. Style Icon Ltd. reserves the right to revise prices and details at any time without notice.

3.2. All prices are in pounds sterling. Style Icon accepts payment by cash, PayPal, or direct bank transfer.

3.3. Style Icon will send the client a receipt within seven days of a confirmed booking.

3.4. All customers receive a 1-hour free consultation before their booked appointments. A 50% deposit is required from the client to secure one of Style Icon's packages.

3.5. The client will need to settle any outstanding balance on the day of the personal shopping/styling appointment. Payment can be made via cash, PayPal, or electronic transfer. All electronic transfer payments must be made to Style Icon at least three working days before the client's personal styling appointment.

3.6. At the beginning of the personal shopping/styling day, Style Icon provides a 15-minute style brief to discuss all research findings.

3.7. If one or more items is unobtainable, Style Icon will consider other alternatives for the client.

3.8. If the customer wishes for Style Icon to purchase and collect any goods on its behalf, travel costs and the total cost of the product(s) would need to be paid to Style Icon two days before the collection and payment at the point of sale take place.

3.9. Style Icon agrees to provide a receipt of purchase(s) to the client upon handing over the purchase(s) to the customer.

#### CELEBRITY STYLING

4.1 Style Icon offers red carpet dressing/styling to celebrity clients.

4.2. Style Icon has no responsibility for any goods loaned to a customer (without Style Icon's supervision).

4.3. Any goods left with the customer without Style Icon's supervision are the responsibility of the customer. If a celebrity client requests items through Style Icon's styling service without the supervision of Natalie Robinson (lead stylist of Style Icon), the client will be held responsible for covering the cost(s) of any damaged items (accidental or non-accidental), including clothes, shoes, and accessories. Dry cleaning costs will be the responsibility of the client if any items of clothing have stains/marks on them. Any fees incurred due to lost or stolen items (accidental/nonaccidental) if left under the supervision of the client or any members of his/her team will be the responsibility of the client to pay. These items include clothes, shoes, and accessories.

4.4. All clients have to credit @styleiconnat #StyleiconnatStyling via all their social media platforms, including Twitter, Instagram, Facebook, and their website for the styling work carried out by Style Icon.

4.5. All clients have to credit all brands and designer pieces worn via all their social media platforms, including Twitter, Instagram, and Facebook.

4.6. All celebrity styling services offered by Style Icon exclude travel, accommodation, and food and beverage costs.

#### REFUNDS

5.1. The deposit is non-refundable.

5.2. Should it prove difficult to obtain the client's desired items, Style Icon will refund the customer after deducting Style Icon's fees from the outstanding balance.

5.3. Items purchased by Style Icon within a department store can be refunded to the client or exchanged for other items subject to the company's refund and exchange policy.

5.4. Any items purchased by Style Icon within a boutique can only be exchanged within the time specified by the boutique.

5.5. Style Icon is not responsible for the exchange and refund policies of the store or boutique in question.

#### DELIVERIES

6.1. Items purchased from stores by Style Icon may be delivered free of charge to clients who live within the M25. A delivery charge is applicable for clients who live outside the M25. This charge is determined by the store.

6.2. Deliveries arranged through boutiques by Style Icon for their client may incur a charge. All charges will be left to the discretion of the boutique to which the client has to pay.

#### CANCELLATIONS

7.1 The client may cancel their booking 48 hours before their scheduled appointment.

7.2. In the event of a cancellation, the client will be offered an alternative date to complete their personal shopping appointment. All deposits paid for Style Icon packages will not be refunded to the client.

7.3. The client needs to email [info@style-icon.co.uk](mailto:info@style-icon.co.uk) to cancel their appointment.

#### LIMITATION OF LIABILITY

8.1. Style Icon will not be liable for any loss or damage in circumstances where:

- i. deliveries have been organised by stores or boutiques
- ii. a client mishandles goods or accidentally damages items

8.2. Style Icon will not be responsible for faulty or damaged goods.

8.3. Style Icon will not be responsible for the misplacement of customer goods.

#### TRAVEL

9.1. In the event of styling appointments based across the UK other than in London or abroad, all travel costs need to be paid by the client to Style Icon.

9.2. All travel costs need to be paid by the client to Style Icon 72 hrs before the appointment date (for UK-based bookings). For bookings abroad, all travel costs need to be paid by the client to Style Icon seven days before the appointment date.

9.3. In the event of styling appointments based in the UK other than in London or abroad, all accommodation costs (if required) need to be paid by the client to Style Icon.

9.4. All accommodation costs need to be paid by the client to Style Icon 72 hours before the appointment date (for UK-based bookings). For bookings abroad, all accommodation costs need to be paid by the client to Style Icon seven days before the appointment date.

9.5. A 50% deposit is required to secure a UK-based personal styling appointment 72 hours before the appointment date.

9.6. A 50% deposit is required to secure an international personal styling appointment seven days before the appointment date.

9.7 All celebrity styling packages exclude travel expenses. Style Icon will invoice separately for travel/accommodation/food and beverage costs.

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