

Terms & Conditions

Effective Date: 1 September 2026

Welcome to **LumeNobre**. These Terms & Conditions ("Terms") govern your use of our website www.lumenobre.com (the "Site") and the purchase of our premium cat accessories. By accessing the Site or placing an order, you agree to be bound by these Terms.

⚠ **Please read these Terms carefully before making a purchase.** If you do not agree with any part, please do not use our Site.

1. Definitions

- **"We", "Us", "Our"** — LumeNobre, a UK-registered online retailer of cat accessories.
- **"You", "Your"** — the customer or visitor of the Site.
- **"Products"** — cat accessories, toys, grooming tools, beds, feeding items, and any other goods sold on the Site.
- **"Order"** — a request from you to purchase Products through the Site.

2. Eligibility

By using this Site, you confirm that:

- You are at least **18 years old** (or 16+ with parental/guardian consent for

online purchases in the UK).

- You have the legal capacity to enter into a binding contract.
- All information you provide is true, accurate, and complete.

3. Account Registration

You may create an account to track orders, save wishlists, and receive personalised offers. You are responsible for:

- Keeping your login credentials confidential.
- All activity under your account.
- Notifying us immediately of any unauthorised use at **supportlumennobre@gmail.com**.

4. Orders & Pricing

4.1 Placing an Order

When you place an order, you are making an offer to purchase Products. We reserve the right to accept or decline any order. An order is accepted only when we send you an **Order Confirmation email**.

4.2 Pricing

- All prices are in **GBP (£)** and include **VAT where applicable**.
- Prices are subject to change without notice, but changes will not affect orders already confirmed.
- We make every effort to ensure pricing accuracy. If an error occurs, we will notify you and offer the choice of confirming at the correct price or

cancelling for a full refund.

4.3 Product Availability

Products are subject to availability. If an item is out of stock after you order, we will contact you to arrange a refund or alternative.

5. Payment

- We accept **Visa, Mastercard, American Express, PayPal, Apple Pay, Google Pay**, and other methods shown at checkout.
- Payment is processed securely through our PCI DSS-compliant payment providers. We do **not** store your full card details.
- You represent that you are authorised to use the payment method provided.

6. Delivery

- **UK Standard Delivery:** FREE on orders over £35; otherwise, a flat rate applies (shown at checkout).
- **Estimated Delivery Times:** 3–7 working days for standard UK delivery. These are estimates and not guaranteed.
- **Risk of Loss:** ownership of Products passes to you upon delivery. We are responsible for Products until they reach your delivery address.
- If delivery is delayed beyond 30 days, you may cancel under the **Consumer Rights Act 2015**.

7. Your Consumer Rights

In addition to these Terms, you benefit from statutory rights under the **Consumer Rights Act 2015** and the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**:

- **Right to Cancel:** You may cancel any online order within **14 calendar days** from the day after you receive the goods, without giving a reason. See our [Refund Policy](#) for full details.**Right to Conforming Goods:** Products must be as described, of satisfactory quality, and fit for purpose. If not, you are entitled to a repair, replacement, or refund.
- **Right to Pre-contract Information:** these Terms and our policies provide the information you are entitled to before purchase.

8. Returns & Refunds

Please refer to our [Refund Policy](#) for full details on returns, refunds, and exchanges.

9. Product Information & Descriptions

We make every effort to display Products accurately on the Site, including photographs, dimensions, materials, and features. However:

- Colours may vary slightly due to screen settings.
- Dimensions and weights are approximate.
- Product images may show optional accessories not included in the base product.

10. Product Safety & Warnings

Cat accessories are designed for **feline use only**. Please note:

- Always supervise your cat with new toys, especially those with small parts, feathers, or strings.
- Discontinue use if a product shows signs of damage or wear that could pose a choking hazard.
- Follow all care and usage instructions provided with each product.
- Products are not intended for use by children.

11. Intellectual Property

- All content on the Site (text, images, logos, designs, trademarks) is owned by or licensed to LumeNobre and protected by UK copyright and trademark law.
- You may not reproduce, distribute, or use our content for commercial purposes without our prior written consent.
- The **LumeNobre** name, logo, and product names (e.g., PurrGroom, CloudNest, AquaPurr) are our trademarks.

12. User-Generated Content & Reviews

If you submit reviews, photos, or other content:

- You grant LumeNobre a non-exclusive, royalty-free, worldwide licence to use, display, and share that content in connection with our business.
- Content must be truthful, lawful, and not defamatory or infringing.

- We reserve the right to remove any content at our discretion.

13. Prohibited Uses

You must not use the Site to:

- Purchase Products for resale without our authorisation.
- Use automated tools (bots, scrapers) to access or extract data.
- Attempt to gain unauthorised access to our systems.
- Upload viruses, malware, or harmful code.
- Impersonate another person or entity.

14. Limitation of Liability

Nothing in these Terms excludes or limits your statutory rights as a UK consumer.

Subject to that:

- Our total liability for any claim arising from your use of the Site or Products shall not exceed **the amount you paid for the relevant Product**.
- We are not liable for indirect, incidental, or consequential losses (e.g., loss of profits, data, or enjoyment).
- We are not liable for delays or failures caused by events beyond our reasonable control (force majeure), including postal strikes, natural disasters, or pandemics.

15. Indemnity

You agree to indemnify LumeNobre against any claims, losses, or damages arising from your breach of these Terms or misuse of our Products.

16. Governing Law & Dispute Resolution

- These Terms are governed by **English law**.
- Any disputes will be subject to the exclusive jurisdiction of the **courts of England and Wales**.
- Before taking legal action, we encourage you to contact us so we can try to resolve the matter. If we cannot agree, you may use the **Online Dispute Resolution (ODR) platform** at ec.europa.eu/consumers/odr (note: ODR is primarily EU-focused; UK consumers may alternatively contact [Citizens Advice](#)).

17. Severability

If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full effect.

18. Entire Agreement

These Terms, together with our Privacy Policy, Cookie Policy, and Refund Policy, constitute the entire agreement between you and LumeNobre regarding your use of the Site and purchase of Products.

19. Changes to These Terms

We may update these Terms from time to time. Changes will be posted on this page with an updated Effective Date. Continued use of the Site after changes constitutes acceptance of the revised Terms.

20. Contact Us

For any questions about these Terms:

- **Email:** supportlumenobre@gmail.com
- **Website:** www.lumenobre.com

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