

terms & conditions

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Purpose of the Site

The purpose of the Site is to provide you with information about Lulu Works Trust, LTD, our organization and our products. In addition, you may be able to purchase products through the Site.

Product and Service Availability

Reference to any product on the Site does not constitute an offer to sell or supply that product or service and does not mean that the product or service is available or that the name and description of any product in your local shop will be the same as that included on the Site. Wix, Inc. controls and operates the Site from its headquarters in San Francisco, California, in the United States of America.

Inventory information is generally available on the Site for international merchandise. This information can be used to estimate the likelihood that merchandise will be shipped immediately after you place your order. However, we cannot guarantee that a product listed as "In stock" will actually ship right away, as inventory can change significantly from day to day. In rare cases, a product may be in stock when you place your order, and sold out by the time your order is processed. However, if an item that is marked "In stock" in your shopping cart when you place your order is sold out at the time your order is processed, we will notify you by e-mail that your order will not be filled and your credit card will not be charged. You may also sign up for our "E-mail Me When Available" service and we will send you an email when your product becomes available. All information provided to us in connection with our "E-mail Me When Available" service is subject to our [Privacy Policy](#).

Colors

We try to display the colors of our products as accurately as possible. Nevertheless, as the actual colors you see will depend on your monitor, we cannot guarantee that your monitor's display of any color will be accurate.

Backorders (out of stock)

Backordered merchandise includes items that are not currently in stock. In most cases, these items are on order from the cooperative groups in Sudan and formulators in Kenya.

Lulu Works Trust, LTD will make every effort to get the item(s) back in stock as soon as possible. If we haven't been able to locate and ship the item(s) to you in 30 days, an order status email will be sent to you. If for any reason we determine that a backordered item is no longer available, we will cancel the item from your order and notify you via email. We will not charge your credit card until the item ships. Therefore, your credit card needs no adjustment upon order cancellation.

Returns

We guarantee your satisfaction with all Lulu Works Trust merchandise. You may return any of our products, with your receipt, for a merchandise exchange, credit, or a full refund of the purchase price (minus shipping and handling charges). If you receive a damaged or defective item, we will promptly send you a replacement or issue you a full refund after you have returned the damaged or defective product. You will not be charged any additional shipping or handling fees for replacement of such damaged or defective shipments. Please visit our [Returns & Exchanges Policy](#) to read more about how to returns.

Product Orders

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Order Acceptance

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. We reserve the right at any time after receipt of your order to accept or decline your order for any reason or for no reason at all. We reserve the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any product or service.

Shipping

At present we ship in the US, Canada, Europe and Africa. We will consider on a case-by-case basis shipments to Asia and Australia. We are not responsible for customs clearance and any additional charges made to the purchaser. We are not responsible for errors due to printing.

Product and Service Availability

Prepackaged gifts are assembled individually and may vary slightly. Lulu Works Trust, LTD reserves the right to substitute a product of equal value and nature if the original product becomes unavailable.

Payment

You are responsible for any payments due for any products or services ordered through your account. If we do not receive payment from your credit issuer or its agents, you agree to pay all amounts due to us. You shall also be responsible for any costs of collection of overdue payment.

Sales Tax

We are required by law to charge applicable sales tax on products shipped to those jurisdictions that charge such a tax and in which we operate. Currently, we sell in all fifty states and worldwide.

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- A description of the copyrighted work that you claim has been infringed;
- A description of where the alleged infringing material is located;

- A statement by you that you have a good faith belief that the disputed use is not authorized by you, the copyright owner, its agent, or the law;
- An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest; and
- A statement by you, made under penalty of perjury, that the above information in your Notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

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All formal notices to us shall be sent to Attn: Director, Lulu Works Trust LTD, Box 20902, Nairobi, Kenya. All notices to you shall be sent to the email address that you provide to us when you register. Such notice shall be deemed given one business day after the email is sent.

Any action or claim against us must be brought within one year following the date on which the claim first accrued or shall be deemed forever waived.