

# Purchase Terms and Conditions

By making a purchase on 104wolves.com, you agree to the following terms and conditions. Please read them carefully before completing your order.

## Order Acceptance

By placing an order through our website, you are offering to purchase goods, which is subject to acceptance by us. We reserve the right to refuse or cancel any order at our discretion, including but not limited to situations where:

- The item is out of stock.
- Payment cannot be processed.
- There is a pricing error on the website.

You will be notified if your order is cancelled, and any payment made will be refunded.

## Payment

We accept payment only through the **BML Gateway**. All payments must be made in full before your order is processed. Prices are displayed in Maldivian Rufiyaa (MVR) or as indicated during checkout.

## Shipment

- Malé
- Hulhumalé

Free delivery is offered within these areas, and delivery will typically take 2-3 business days from dispatch. No additional shipping charges will apply.

## Order Processing

Once your order is placed, it will be processed within 1-2 business days. You will receive a confirmation email with your order details once the order has been successfully processed. If there are any issues with your order, we will contact you as soon as possible.

## Returns and Refunds

We do not accept returns or offer refunds for products once the order has been processed. Please ensure that the details provided (such as shipping address) are correct before completing your purchase.

## Product Availability

All products are subject to availability. If a product is out of stock after your order has been placed, we will notify you and either provide an estimated restock date or offer a similar alternative.

## Product Descriptions

We strive to ensure that the descriptions, images, and specifications of the products listed on our website are accurate. However, we do not guarantee that the product images will perfectly reflect the actual product you receive.

## Customer Responsibilities

By completing a purchase, you agree to:

- Provide accurate and current information for shipping and contact purposes.
- Ensure that you are authorized to use the payment method selected.

## Changes to Terms

We reserve the right to update or change these Terms and Conditions at any time. Changes will be posted on this page, and we encourage you to review the terms periodically. Your continued use of the website after changes have been made will constitute acceptance of those changes.

## Limitation of Liability

To the extent permitted by law, 104wolves.com will not be liable for any indirect, incidental, or consequential damages arising out of your use of our products or website. Our liability is limited to the total amount paid by you for the product in question.

## Governing Law

These terms and conditions are governed by the laws of the Maldives. Any disputes will be resolved in the appropriate legal forums located within the Maldives.

# No Return, No Refund Policy

Thank you for shopping with 104wolves.com. Please carefully review your order before making a purchase, as we do not accept returns or offer refunds. All sales are final.

**By completing your purchase, you acknowledge and agree to the following terms:**

1. **Final Sale:** Once an order is placed, it cannot be returned, exchanged, or refunded for any reason.
2. **Defective or Damaged Items:** In the rare event that your item is defective or damaged upon arrival, please contact us within 7 days of receiving the product. We will evaluate the issue and determine if an exchange or store credit is applicable.
3. **Order Errors:** Please ensure that all information provided, including the shipping address and product selection, is accurate before confirming your purchase. We are not responsible for any errors made by the customer during checkout.
4. **Shipping Costs:** Shipping charges are non-refundable.

**If you have any questions or concerns about our No Return, No Refund policy, please contact our customer service team at +960 771-0404.**

By purchasing from 104wolves.com, you agree to the terms and conditions outlined above.

# Delivery Policy

At 104wolves.com, we strive to provide a seamless and efficient delivery experience for our customers. Please review our delivery terms below:

## Delivery Areas

We currently offer delivery to the following locations within the Maldives:

- **Malé**
- **Hulhumalé**

Customers can only select these two locations when entering their shipping address at checkout. We do not offer delivery to locations outside of these areas at this time.

## Delivery Timeframe

We process and dispatch all orders within 1-2 business days. Once dispatched, your order will typically arrive within 2-3 business days. Please note that delivery times may vary depending on external factors such as weather or unforeseen delays.

## Delivery Charges

We offer free delivery to all customers within the Malé and Hulhumalé areas. No additional charges will be applied for shipping.

## Delivery Issues

If you experience any issues with your delivery, such as delays or missing items, please contact us as soon as possible so we can assist you.

# Privacy Policy

At 104wolves.com, we value your privacy and are committed to protecting any information you provide. This Privacy Policy explains how we collect, use, and protect the data when you make a purchase on our website.

## Information We Collect

When you make a purchase on 104wolves.com, we collect the following information necessary to process your order:

- Shipping Address: Name, address, city, postal code, and country.
- Contact Information: Email address and phone number.

This information is collected only for the purpose of processing and delivering your order.

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website, these websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

## How We Use Your Information

- The information we collect is used solely for the following purposes:
- To Process and Fulfill Orders: We use your shipping address and contact details to process your order and arrange delivery.
- To Communicate with You: We may use your contact information to send you order updates, shipping confirmations, or if we need to contact you regarding your order.

## How We Protect Your Information

We implement industry-standard security measures to ensure that your personal information is kept secure during the transaction process. This includes:

- Encryption: Payment details are processed by secure third-party payment processors, and we do not store sensitive financial data.
- Access Control: Only authorized personnel have access to the data needed to fulfill orders and provide customer service.

## Third-party Services

We may share your shipping address and contact information with third-party services that help us process your order, such as:

- **Payment Processors:** Secure third-party services handle payment processing.
- **Shipping Providers:** We share your shipping details with delivery services to fulfill your order.

These third-party providers may have their own privacy policies governing how they handle your information. We encourage you to review those policies for more details.

## Data Retention

We retain your order-related information only as long as necessary to complete the transaction and comply with legal obligations. We do not keep any personal data beyond the order fulfillment process.

## Your Rights and Choices

You have the right to:

- **Access:** Request a copy of your order-related information.
- **Correct:** Request updates or corrections to your personal details.
- **Delete:** Request the deletion of your data after your order has been completed.

If you wish to exercise any of these rights, please contact us using the details below.

## Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last Updated" date. Please review this page periodically to stay informed about how we protect your information.

## Contact Us

Email: [104wolves@gmail.com](mailto:104wolves@gmail.com)

Phone: +960 771-0404

Address: G. Male Hiya 1 – 1503, Ameenee Magu, K. Malè, Maldives