



WEBSITE FAQ

Frequently Asked Questions & Customer Help

About Giorry Products

How and where are Giorry products made?

We handcraft the majority of our bags in North Carolina USA. Some bags will be manufactured in different locations around the world where the highest standards of workmanship are upheld. All of our products have labels that clearly state the country of manufacture.

How safe are Giorry products?

We would like you to know that we consider product safety and your safety essential priorities. All of our products are developed and continuously reviewed against the latest technological, scientific and safety standards around the world. They meet or exceed stringent global regulatory requirements. We would like to assure you that you can be confident in our products. We stand behind their safety.

Where can I purchase Giorry products?

Giorry products are sold direct from our website <http://www.giorry.com>. For stockists please follow the stockists link on the Giorry homepage.

Do you sell Giorry gift certificates?

Yes, these will be on our website. If you have a specific requirement contact sales@giorry.com

Shopping

How do I know what is in my shopping cart?

You can look at the items in your Shopping Bag at any time while you're browsing. Simply click the Shopping Bag icon in the top right corner of the screen, or the 'go to checkout' button at the bottom of any product page.

How do I remove or amend the quantities of an item(s) from my shopping cart?

If you place items in your Shopping Bag that you later decide you do not want, you can remove them or change the quantity of them easily. Simply go to your Shopping Basket and

select the 'remove' button next to the item you'd like to remove. You can also alter the number of products by changing the figure in the quantity box, followed by the 'recalculate' button.

If you have any queries about the products or you're unsure about purchasing online, please print out your Shopping Basket if possible and contact our sales team email sales@giorry.com.

How do I pay for my order?

Once you've finished shopping, simply click the 'go to checkout' button at the bottom of any product page, or the 'proceed' button on the Shopping Bag page, to begin the checkout procedure. You'll be taken through a number of pages so you can enter all the delivery and payment information we need to fulfill your order. This will take approximately five to ten minutes, depending on how many delivery addresses you enter.

Don't forget to have your debit or credit card at hand.

I live in the EU do I have to pay VAT and import tax?

When individuals (not VAT-registered) in EU countries buy from the Giorry website they will pay VAT at the applicable UK rate. There will be no import tax payable to any country within the EU

I do not live in the EU do I have to pay VAT and import tax?

No, you do not have to pay VAT. However you may be liable to pay import duties. **Please make sure you check the import duty rules in your own country** before placing your order, as Giorry cannot be held responsible for any duties imposed by your country.

What methods of online payment do you accept?

You can pay for your order online using Paypal which accepts any of the following: Mastercard/Eurocard, Visa/Delta/Electron, American Express, Switch/Maestro, Solo.

Can I pay by Cheque or BACS?

If you would prefer to pay for your order by a personal cheque or BACS please contact our sales team email sales@giorry.com and we can create an off-line order for you.

For cheque payments please make cheques payable to Giorry Limited and send them to Giorry Limited, 23 Tangmere, Willan Road, London, N17 6NB, UK.

For BACS payments please send payment to

Barclays Bank

Account Name: Giorry Limited

Sort Code: 209709

Account Number: 13818993

Make sure that you indicate what the payment is for.

Please note that we are unable to dispatch orders until payment has been credited to our account.

When will my payment be accepted and debited from my account?

Once you've entered all the billing, delivery and order information in the checkout process, you will be asked to enter your payment details. Once you've done this and reviewed your payment details you will be asked to 'proceed' with payment which is when your card will be debited, subject to card approval.

Is it safe to give you my credit card number over the Internet?

We work closely with Sage Pay merchant services and Paypal to ensure that all your personal and payment details are kept safe. Both Sage Pay and Paypal use cutting-edge data encryption, fraud detection tools and all kinds of other advanced techniques to improve security. Your personal information is encrypted so that it's protected as it travels over the Internet. If you think your credit or debit card has been used fraudulently, you must notify your card provider in accordance with its reporting rules and procedures. For information on how we use any personal information you give, please read our privacy policy.

How do I know that Giorry has received my order?

Once you've placed your order you will see a confirmation page that gives you your unique reference number and the total sum deducted from your credit or debit card account. Do not use the browser's 'back' button at this stage as this may mean your order is processed twice. You can print this page for your reference, or alternatively wait until you receive this information in an email titled "Fwd: Your Order From Giorry Store (#order_number)"

The email will show all details of items purchased, delivery addresses, delivery options and packaging options, which you can keep for your records. If you have any questions, please contact our sales team email sales@giorry.com.

Delivery

How long will it take for my order to be delivered and how much will it cost?

All items online will have usual delivery timescales clearly displayed. We aim to deliver next day for all UK orders, and 3-5 days worldwide. Delivery costs and options will be clearly displayed before you make a payment at checkout.

Can I send items to different delivery addresses?

If you need to send your order to a number of different delivery addresses please contact our sales team email sales@giorry.com and we will make the necessary arrangements. Depending on the postal location and delivery option you choose there will be a small additional charge for each additional delivery address.

Will ordering large quantities of the same product affect my order fulfillment time?

When ordering large quantities of a single item we will dispatch the order within two (2) business days subject to the full order quantity of stock being available. Should we not carry adequate stock to fulfill your order we will email or call you within 24 hours of you placing the order.

Will I have to sign for my delivery?

As we use UPS, DHL, and Parcel Force services to deliver your order to you we require a signature upon delivery. This helps us to ensure swift and accurate delivery of your goods and also allows you to track the progress of your order.

What if my package was returned to Giorry as “undeliverable?”

Occasionally orders are returned to Giorry as undeliverable. When our delivery service provider returns an undeliverable order, we will in the first instance contact you via email or phone to try and rearrange delivery. Should your order be returned a second time then we will issue you with a full refund (including the original delivery charge) and cancel the order.

If you suspect your order cannot be delivered as addressed and you have not received confirmation of its return or refund after 2 weeks from the expected delivery date, please contact our sales team email sales@giorry.com.

Why was my package undeliverable?

Our carriers may deem a package undeliverable for one of the following reasons:

1. Incorrect Address. If the address is incorrect or outdated, the order is typically returned to Giorry by the delivery service provider or the unintended recipient. Please double-check your address carefully when placing a new order.
2. Illegible Shipping Label. In rare cases, it is possible that the address label became illegible during the shipping and handling process.
3. If there is no person(s) at the delivery address to sign for an order Our UPS delivery provider will leave a special delivery card and details of their nearest office where the order can be collected. This will usually require a form of ID to be presented before handing over the goods.
4. Refused by Recipient. If the recipient of the package refuses delivery, the package will be returned to Giorry and determined undeliverable.

Can I track the delivery status of my order?

For most orders, you can track the progress of your delivery from the Giorry Web site. Use your Giorry login and select “My Account”. From your Account Information, links are available to track the shipping for orders that are traceable. Alternatively please contact our sales team email sales@giorry.com who can advise you on the status of your order.

I have not received my order or all the items I ordered – what should I do?

If you do not receive your order or there are missing items from your order please contact our sales team within 7 days of receipt of your order email sales@giorry.com

Cancellation, Refunds and Returns

Can I cancel my order ?

You may cancel your order at any time up to and including 7 days from the time of you receiving the order. You have 14 days from the date of receipt of the goods in which to return the goods to us in their original packaging and unused in order to qualify for a full refund (including original postage costs).

How can I return an order?

Please see our Returns Policy Document for full details of how to return a complete or partial order.

Who do I contact regarding returns?

Please see our Returns Policy Document for full details of who you should contact if you need to return a complete or partial order.

Gifts

Can I send my online order as a gift?

Yes

I'm sending items as a gift – where will the invoice be sent?

To the indicated invoice address.

I've received a gift – can I return it?

Yes, as long as it received in the same unused condition with original packaging, we would accept returns of gifts.

Please fill in an RMA request from the Giorry website.

Security

What is Giorry's Company Security?

At Giorry we take security very seriously. The management team and the board of directors of Giorry are committed to preserving the confidentiality, integrity and availability of all information assets and computing assets owned and held by Giorry. This commitment is undertaken in order to preserve the good name, reputation and image of Giorry and to protect its own financial interests as well as the financial interests of its investors, retail partners, other partners, and you our customers.

How do you use the personal information that I supply?

Please read our Privacy Policy for details on how we use and store your personal information.

How are cookies used on Giorry's website?

Please read our Privacy Policy for details on how we use cookies on this website

About Giorry The Company

When was Giorry established?

The company was registered 4th November 2009.

What is Giorry's Registered Office / Trading address?

Giorry Limited
23 Tangmere, Willan Road
London N17 6NB
United Kingdom

What is Giorry's Company Registration Number?

Giorry Limited is registered in England & Wales
Registration number: 07066249

What is Giorry's VAT Registration Number?

Giorry Limited Vat Registration number: GB 980 7401 13

How green is Giorry?

Giorry is committed to minimising the impact that its activities and operations have on both the local and global environment and is committed to reducing them.

The key points of its strategy to achieve this are:

- The Company will comply with all relevant environmental legislation.
- The Company will implement a training program for its staff to raise awareness of environmental issues and enlist their support in improving the Company's performance.
- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Actively promote recycling both internally and amongst its customers and suppliers.

Can I contact you by phone?

At Giorry we prefer to communicate with our customers via email. This ensures that we have clear and accurate records of all of our customers questions and concerns and therefore we can act swiftly and thoroughly in dealing with these communications. We aim to respond to all email communications within 1 working day.

Our telephone number is: +44 800 048 8814

Trade Enquiries

For trade and retail enquires please email sales@giorry.com

Will there be additional duties or taxes payable on my purchase?

Depending on your delivery address there may be different taxation rules, meaning you may not need to pay VAT (value added tax) or sales tax. If VAT-registered traders in EU countries purchase from Giorry then VAT is not charged so long as the customer's VAT number (i.e. their local number in their own country) is quoted on the invoice to them.

Delivery to the EU from US boutiques:

You will not have to pay US sales tax (and the prices shown will reflect this) however you may have to pay import duties to receive your order. Your shipping costs will be calculated at the checkout, however additional import duties will not be added at this time. These will be payable on delivery of your items.

Delivery to the US from EU boutiques:

You will not have to pay VAT (and the prices shown will reflect this) however you may have to pay import duties to receive your order. Your shipping costs will be calculated at the checkout, however additional import duties will not be added at this time. These will be payable on delivery of your items.

Delivery to the rest of the world from EU or US boutiques:

You will not have to pay VAT or sales tax (and the prices shown will reflect this) however you may have to pay import duties on orders from both the EU and US boutiques to receive your order. Your shipping costs will be calculated at the checkout, however additional import duties will not be added at this time. These will be payable on delivery of your items.

EU deliveries from EU boutiques or US deliveries from US boutiques:

You will pay tax at the local rate (and the prices shown will reflect this) and you will not need to pay any import duties.

We ship worldwide via our carrier UPS, using ground services (Standard) in some countries (delivery within 2-3 days) and Express services in all other countries (next day delivery).