Terms of Use and Data Policy

Luxury Lenses Opticals LLC
Website: luxurylensesopticals.com

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1. Definitions and operator

- **"We" / "the store":** Luxury Lenses Opticals LLC, an eyewear and lenses retailer based in Sharjah, United Arab Emirates.
- **"Website":** the site `luxurylensesopticals.com` and related services (customer account, ordering, online payment).
- **"You" / "customer":** anyone who uses the website, creates an account, or places an order.
- **"Order":** a purchase of a product (frame/glasses with the selected lens type) through the website.
- **"Medical lenses":** lenses that require a valid prescription for manufacturing.
- **"Natural (non-prescription) lenses":** non-medical lenses (e.g. some sunglasses or everyday wear without a prescription).

Licence and registration details (as shown on the website):

Item	Value
SHA licence	HF-2026-000206
Tax registration (TRN)	105002468400003
Trading licence	918860

Address: Alia Al Hasawi Complex – Al Darari – Al Wahda St – Sharjah, United Arab Emirates.

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2. Acceptance of terms

By using the website, creating an account, or placing an order, you confirm that you have read, understood, and agree to these terms. If you do not agree, do not use the website or complete orders.

We may later require explicit confirmation (e.g. a checkbox) at registration or checkout; until then, your use of the service constitutes acceptance of this version.

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3. Service and products

3.1 We offer eyewear products (medical and non-medical) for online ordering with delivery within the UAE based on the **emirate** and **delivery address** you provide.

3.2 **Medical lenses:** you must provide a valid prescription (image or file as enabled on the website). The order is used only to fulfil the prescription.

3.3 **Natural lenses:** no prescription is required. You are responsible for choosing a suitable product.

3.4 The website **does not provide medical advice or diagnosis**. Any treatment decisions remain between you and your eye care professional.

3.5 We may refuse or cancel an order in case of obvious pricing error, out of stock, or incomplete required information.

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4. Orders and payment

4.1 Completing an order usually requires a registered account, product selection, lens type, delivery details, and payment.

4.2 **Prices** are shown in UAE Dirhams (AED) unless stated otherwise. Tax and invoicing follow our legal obligations and registered TRN.

4.3 **Online payment** is processed through a secure provider (Stripe). We **do not store** your full card number on our servers; payment data is handled by the provider under its policies.

4.4 After successful payment, your order status is updated in your dashboard. If technical updates are delayed, Stripe payment confirmation remains authoritative.

4.5 When completing an order, your browser may ask for **location (GPS) permission once** to associate an approximate location with the order for delivery or verification — **not** for ongoing tracking.

4.6 The name on the order may differ from your account name for delivery or gift purposes.

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5. Returns and exchanges

5.1 Ready-made / non-custom frames

Within **7 days** of **receiving** the product, you may request a **return or exchange** if the frame is:

- unused and in resalable condition,
- with original packaging and accessories where applicable,
- with proof of purchase (order number or invoice).

We may refuse or reduce a refund if there is clear damage or use.

5.2 Medical lenses or prescription-based custom work

Once **processing has started** according to your prescription (cutting, grinding, fitting), the order is **custom** and **not returnable** for change of mind, except for:

- **proven manufacturing defect**, or
- **store error** in execution (lens type or measurements) that does not match the valid prescription you supplied.

5.3 Exchange for defects

For a manufacturing defect in a frame or non-custom product within **7 days** of delivery, we offer **exchange or repair** subject to stock and inspection.

5.4 Refunds

- For card payments: eligible amounts are refunded through **the same payment channel (Stripe)** where possible.
- It may take **7–14 business days** for funds to appear in your account depending on your bank.
- Delivery or consumed service fees may be non-refundable for partial returns where permitted by law and trade practice.

5.5 How to request a return or exchange

Contact **info@luxurylensesopticals.com** or **065331372 / 0545448294** with your order number and issue description. We respond within a reasonable time on business days and explain return shipping if needed.

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6. Errors and limitation of liability

6.1 **Prescription:** you are responsible for accuracy, validity, and clarity. We are not liable for harm caused by an incorrect or unclear prescription you submitted.

6.2 **Delivery address:** you are responsible for correct emirate and address. Delay or loss due to a wrong address may not be fully compensated.

6.3 **Product images:** for illustration; colours may vary slightly from reality due to screens and lighting.

6.4 **Website availability:** we use reasonable efforts to keep the service available but do not guarantee uninterrupted or error-free operation.

6.5 To the fullest extent permitted by UAE law, we are not liable for indirect or consequential loss (such as lost profits) arising from use of the website, without prejudice to mandatory consumer rights.

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7. Data we collect and why

We collect the **minimum** needed to run accounts, orders, delivery, and payment. We do not sell your data to third parties for their marketing.

7.1 Account data

Data	Purpose
Name	Account identity and contact
Email	Login, order-related messages, password reset

Data	Purpose
Phone (if provided)	Order contact
Password (hashed) or Google sign-in	Authentication only

With **Google sign-in**, we receive only what Google allows for authentication (e.g. name and email). We do not request unnecessary extra permissions.

7.2 Order and purchase data

Data	Purpose
Product, price, quantity	Fulfilment and invoicing
Name on order	Delivery and shipment label
Emirate and delivery address	Shipping within the UAE
Order and payment status	Service and dashboard
Stripe session/payment identifiers	Payment confirmation and support

7.3 Medical data (medical lenses only)

Data	Purpose
Prescription image or file (JPG, PNG, PDF up to 5MB)	Lens manufacturing
Optional measurements you enter in the form	Manufacturing accuracy

We **use the prescription only for that order** and do not build a general medical file about you.

7.4 Location (GPS)

If you allow location at checkout, we store **approximate coordinates** linked to the order for delivery or verification — **not** for tracking you afterwards.

7.5 Reviews

After eligible delivery, you may submit a **numeric rating** and **optional comment** about the product experience.

7.6 What we do not intentionally collect

- National ID or passport

- Date of birth or general medical history
- Data unnecessary for the order (e.g. employer or income)
- Separate marketing lists without explicit consent if added in the future

7.7 Sharing with third parties (only as needed)

- **Stripe:** payment processing.
- **Google:** sign-in when you choose it.
- **Hosting / infrastructure:** operating the site and database under standard confidentiality obligations.

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8. Retention and deletion

8.1 **Account and order data:** kept while your account exists; after closure or deletion request, order and payment records may be kept up to **5 years** where required for accounting or tax law.

8.2 **Uploaded prescriptions:** kept until **order completion** and for **12 months** after delivery for warranty or error follow-up, then deleted or securely archived unless law requires longer retention.

8.3 **Account deletion request:** email **info@luxurylensesopticals.com**. We delete or anonymise personal account data as technically feasible, while retaining aggregated transaction records where legally required.

8.4 **Passwords:** stored hashed; we never send your password in plain text.

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9. Security and access

9.1 Prescription files are stored in **non-public** paths on the server; they are not exposed to visitors via open URLs without authentication.

9.2 Only **authorised staff** access customer orders and prescriptions for operations and delivery.

9.3 No system is 100% secure; if you suspect account compromise, change your password and contact us promptly.

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10. Minors

The service is intended for users **aged 18 or over**, or use **with parent/guardian consent and supervision**. Medical lens orders assume the prescription is issued by a licensed professional.

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11. Changes to these terms

We may update this document when the service or law changes. We publish the new version on the website with an updated **effective date**. Continued use after that date means acceptance of the changes, unless applicable law provides otherwise.

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12. Governing law and jurisdiction

These terms are governed by the laws of the **United Arab Emirates**. Disputes should first be resolved amicably; failing that, the courts of **Sharjah** shall have jurisdiction unless mandatory law provides otherwise.

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13. Contact

Luxury Lenses Opticals LLC

- **Email:** info@luxurylensesopticals.com
- **Tel:** 065331372
- **Mobile:** 0545448294
- **Address:** Alia Al Hasawi Complex – Al Darari – Al Wahda St – Sharjah, UAE

For **privacy or data deletion**, use the same email with the subject “Data privacy”.

This is an operational draft for the online store. Review by a UAE legal adviser is recommended before final binding adoption.