

SIR ARTHUR

Honor Made Style

sirarthurstore.com · contacto@sirarthur.co

1. Shipping Policy

Effective as of: July 2025

This policy applies to all orders placed through sirarthurstore.com. Orders with a destination within Colombia are managed by Quanta Sens S.A.S. (NIT 901.487.978-6). Orders destined for the United States and all other countries are managed by 3 Gracias LLC.

1.1 Order Processing

Orders are processed on business days (Monday through Friday). Once payment is confirmed, your order will be prepared and dispatched within approximately 1–2 business days. You will receive a confirmation email with your tracking number as soon as your order has been handed over to the carrier.

1.2 Domestic Shipping (Colombia)

Bogotá and metropolitan area

Estimated delivery: 2–3 business days.

Major cities (Medellín, Cali, Barranquilla, Cartagena)

Estimated delivery: 3–5 business days.

Intermediate cities and municipalities

Estimated delivery: 5–8 business days.

Delivery times are estimates and may be affected by public holidays, weather conditions, or force majeure. Sir Arthur is not responsible for delays caused by the carrier once the package has been dispatched.

Shipping cost: Calculated and displayed at checkout, based on weight, volume, and destination. Free shipping applies to orders over \$300,000 COP (Colombia).

1.3 International Shipping

International shipments are managed by 3 Gracias LLC and are available to all destinations supported by our logistics partners.

Estimated delivery: 10–20 business days, depending on the destination country.

Costs: Calculated at checkout. Import duties, tariffs, and customs charges at the destination are the sole responsibility of the buyer.

Free shipping: Applies to international orders over USD 250.

Available destinations: United States, Europe, and other selected destinations. If your country is not available at checkout, please contact us at contacto@sirarthur.co.

1.4 Tracking and Delivery Issues

Once your order ships, you will receive an email with your tracking number. If your package has not arrived within the maximum estimated timeframe, please contact us at contacto@sirarthur.co or via WhatsApp with your order number.

2. Returns & Warranty

Effective as of: July 2025

At Sir Arthur we stand behind the quality of every garment that bears our name. If something does not meet your expectations, we are here to make it right.

2.1 Right of Withdrawal (Online Purchases — Colombia)

In accordance with Article 47 of Colombian Law 1480 of 2011 (Consumer Protection Statute), you have the right to withdraw from your purchase within approximately 5 business days of receiving the product, without providing any reason.

For international purchases, the regulations of the buyer's country of residence apply.

2.2 Extended Exchange & Returns Policy

In addition to the statutory right of withdrawal, Sir Arthur offers the following conditions:

- **Size or color exchange:** within 30 calendar days of the delivery date, subject to stock availability.
- **Return for dissatisfaction:** within 15 calendar days of the delivery date.

Conditions for processing an exchange or return:

- The item must be unworn, unwashed, and have all original tags attached.
- The original packaging must be in good condition.
- The purchase invoice or order confirmation must be provided.
- Items showing signs of use, washing, perfume, makeup, or alterations will not be accepted.

Return shipping cost: For exchanges due to size or preference, return shipping costs are borne by the customer. For manufacturing defects or errors on our part, Sir Arthur will cover the return shipping cost.

2.3 Extended Quality Warranty

All Sir Arthur garments carry an extended warranty of approximately 6 months (180 days) against manufacturing defects, calculated from the date of delivery.

This warranty covers:

- Defects in stitching, fabric, or materials attributable to the manufacturing process.
- Failures in accessories such as buttons, zippers, or buckles with factory defects.

This warranty does NOT cover:

- Normal wear and tear from use.
- Damage caused by improper handling, incorrect washing, or inadequate storage.
- Alterations or repairs carried out by third parties.

2.4 How to Start an Exchange, Return, or Warranty Claim

1. Contact us at contacto@sirarthur.co or via WhatsApp with your order number and a description of the issue.
2. Our team will respond within 48 business hours with return shipping instructions.
3. Once we receive and inspect the item, we will process the exchange, store credit, or refund as applicable, within a maximum of 10 business days.

Refunds: Processed through the same payment method used at purchase. For card payments, the credit timeframe depends on your bank and may take an additional 5–20 business days.

3. Terms & Conditions of Use and Purchase

Effective as of: July 2025

3.1 Identification of the Responsible Party

The website sirarthurstore.com is operated by:

- **Colombia:** Quanta Sens S.A.S., NIT 901.487.978-6, domiciled in Bogotá, Colombia.
- **United States and international:** 3 Gracias LLC, domiciled in the United States.

Contact email: contacto@sirarthur.co

3.2 Acceptance of Terms

By accessing and using this website, as well as by placing a purchase, the user declares that they have read, understood, and accepted these Terms & Conditions in their entirety. If you do not agree, please do not use this site or make any purchases.

3.3 Intellectual Property

All content on this website (text, images, logos, trademarks, designs, videos, and other elements) is the exclusive property of Sir Arthur / Quanta Sens S.A.S. and/or 3 Gracias LLC, or is used under a valid license. Any reproduction, distribution, or commercial use without prior written authorization is strictly prohibited.

3.4 Purchase Conditions

- Prices displayed on the site are shown in the indicated currency (COP for Colombia, USD for the United States and international orders) and include VAT where applicable under Colombian regulations.
- Sir Arthur reserves the right to modify prices, product availability, and conditions at any time without prior notice, provided that such changes do not affect already confirmed orders.
- To make a purchase, users must be of legal age (18 years or the age of majority applicable in their country) and provide truthful and complete information.
- Once payment is confirmed, an email confirmation will be sent. This email constitutes an acknowledgment of receipt of the order, not the final acceptance of the contract. Sir Arthur reserves the right to cancel orders in the event of a pricing error, stock shortage, or inability to process payment.

3.5 Payment Security

All transactions on this site are processed through secure payment gateways. Sir Arthur does not store credit or debit card data. By making a purchase, the user accepts the terms of the corresponding payment processor.

3.6 Limitation of Liability

Sir Arthur shall not be liable for:

- Damage resulting from improper use of garments or failure to follow care instructions.
- Delivery delays caused by the carrier, natural disasters, strikes, or force majeure.
- Issues arising from incorrect information provided by the user at the time of purchase.

3.7 Amendments to These Terms

Sir Arthur reserves the right to update these Terms at any time. Changes will be published on this page with an updated effective date. Continued use of the site after changes are published constitutes acceptance of those changes.

3.8 Governing Law and Jurisdiction

For purchases made from Colombia, these Terms are governed by the laws of the Republic of Colombia, in particular Law 1480 of 2011 and Law 527 of 1999. For international purchases, the law of the country in which 3 Gracias LLC operates applies.

4. Privacy Policy and Personal Data Processing

Effective as of: July 2025

Data Controller (Colombia): Quanta Sens S.A.S., NIT 901.487.978-6, Bogotá, Colombia.
contacto@sirarthur.co

Data Controller (International): 3 Gracias LLC. contacto@sirarthur.co

4.1 Legal Basis

The processing of personal data by Quanta Sens S.A.S. is governed by Colombian Statutory Law 1581 of 2012, Decree 1377 of 2013, and other applicable regulations. As a data subject, you have the right to access, update, rectify, and request the deletion of your data, as well as to revoke your consent to its processing.

4.2 Data We Collect

We collect the following personal data:

- **Identification data:** full name, ID number.
- **Contact data:** email address, phone number, delivery address.
- **Transaction data:** order history, size, product preferences.
- **Browsing data:** IP address, device type, pages visited, cookies (see section 4.6).

4.3 Purposes of Processing

Your data is used solely for the following purposes:

- Processing and managing your orders and payments.
- Coordinating the shipping and delivery of your purchases.
- Sending order-related communications (confirmations, tracking numbers).
- Sending commercial and promotional communications from Sir Arthur (only with your explicit consent).
- Improving the user experience on the website.
- Fulfilling legal and accounting obligations.

4.4 Data Sharing with Third Parties

Sir Arthur does not sell, rent, or transfer your personal data to third parties for commercial purposes. Your data may be shared only with:

- Carriers and logistics operators, for the delivery of your order.
- Payment gateways, to securely process transactions.
- Email marketing platforms (e.g., Mailchimp, Klaviyo), if you have subscribed to our newsletter.
- Competent authorities, when required by law.

4.5 Data Retention

We retain your personal data for as long as necessary to fulfill the stated purposes and for the period required by applicable law (a minimum of 5 years for accounting and tax purposes).

4.6 Cookies

This site uses first-party and third-party cookies to improve the browsing experience, measure traffic, and display relevant content. By continuing to browse, you accept the use of cookies. You may configure your browser to reject them, although this may affect the functionality of the site.

Cookies used: session cookies (shopping cart), analytics cookies (Google Analytics), and social media cookies (Instagram, Facebook Pixel).

4.7 Your Rights as a Data Subject

As the owner of your personal data, you have the right to:

- Access, update, and rectify your data.
- Request the deletion of your data where there is no legal obligation to retain it.
- Withdraw consent to receive commercial communications.
- File complaints with the Colombian Superintendence of Industry and Commerce (SIC).

To exercise any of these rights, please write to **contacto@sirarthur.co** with your full name and your specific request. We will respond within the timeframes established by law.

4.8 Changes to This Policy

Sir Arthur may update this Privacy Policy as needed. The current version will always be available at sirarthurstore.com with the corresponding effective date.