

TERMS AND CONDITIONS

diorloconsulting.com

1. INTRODUCTION

This Terms and Conditions Policy (hereafter referred to as the "Policy") constitutes a legally binding agreement between you ("User", "you", or "your") and DIOR LO CONSULTING, operating through the website diorloconsulting.com (hereinafter referred to as the "Company", "we", "us", or "our"). The Company is a multifaceted agency specializing in marketing, communication, consulting, and manufacturing services, including but not limited to custom manufacturing services, consumer goods production, furniture and interior decoration manufacturing, printing and graphic production service, sustainable and environmentally friendly manufacturing, and quality control and supply chain management.

The purpose of this Policy is to govern your access to and use of the services, information, and products provided through our website. By accessing or using any part of the website, engaging in our services, or by clicking to accept or agree to this Policy when this option is made available to you, you agree to be bound by these terms and conditions. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. The inclusion of this online agreement is in compliance with the requirements of the Electronic Signatures in Global and National Commerce Act (E-Sign Act), and other relevant federal and state laws.

This Policy outlines the terms under which you may access and use our services and the website. Additionally, this Policy sets forth our obligations to you and your obligations to us in relation to the use of our website and services. It is imperative that you read this Policy thoroughly and understand the terms and conditions within. Your continued use of our services constitutes your agreement to this Policy.

The services offered by the Company are extremely varied, and additional terms or product requirements (including age requirements) may apply. Additional terms will be available with the

relevant services, and those additional terms become part of your agreement with us if you use those services.

1.1. Scope of the Policy

This Policy applies to all users of the website, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content. The website offers a wide range of services, and sometimes additional terms or product requirements may apply. Your use of the website and services is subject to those additional terms and requirements, which are incorporated into this Policy by this reference.

1.2. Amendments to the Policy

We reserve the right to update, change or replace any part of these Terms and Conditions by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

2. USER REGISTRATION AND ACCOUNT

2.1. Account Creation and Eligibility

To access certain features of the website and services, you may be required to register for an account. When you create an account with us, you must provide information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the terms, which may result in immediate termination of your account on our service.

You must be at least 18 years of age, or the age of majority in your state or province of residence, to create an account on our website. By agreeing to these Terms and Conditions, you represent and warrant that you are of legal age to form a binding contract with the Company and meet all of the foregoing eligibility requirements. If you are not, you must not access or use the website.

2.2. Account Responsibilities

You are responsible for safeguarding the password that you use to access the website and for any activities or actions under your password, whether your password is with our website or a third-party service. You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

2.3. Accuracy of Account Information

You agree to provide current, complete, and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

2.4. Termination of Account

We reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in our sole discretion. You have the option of canceling your account at any time. If you choose to cancel your account, you will no longer have access to any parts of our website that require account registration. If your account is terminated, we may delete any content or other materials relating to your use of the website and we will have no liability to you for doing so.

3. PRODUCTS AND SERVICES

3.1. Description of Products and Services

The Company provides a range of products and services, which include but are not limited to custom manufacturing services, consumer goods production, furniture and interior decoration manufacturing, printing and graphic production service, sustainable and environmentally friendly manufacturing, and quality control and supply chain management. The detailed descriptions and specifications for these products and services are available on our website. While we endeavor to ensure that all descriptions, images, and specifications of our products and services are accurate, we cannot guarantee that all descriptions are complete or error-free.

3.2. Service Availability

Our services are available to both domestic and international clients. However, certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Returns and Refunds Policy.

3.3. Customization of Services

We specialize in providing customized services tailored to the specific needs of each client. When engaging in a service requiring customization, you may be required to provide certain information to ensure the service meets your specific needs. It is your responsibility to ensure that all information provided for customization purposes is accurate and complete. The Company is not responsible for errors or unsatisfactory outcomes resulting from incorrect or incomplete information provided by you.

3.4. Changes to Products and Services

The Company reserves the right to modify, suspend, or discontinue any product or service at any time without notice. We shall not be liable to you or to any third-party for any modification, price change, suspension, or discontinuance of a product or service.

3.5. Third-Party Products and Services

Some products or services available via our website may include materials from third-parties. Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

4. ORDERING PROCESS

4.1. Placement of Orders

To place an order, you must follow the online purchasing process on the Company's website. After selecting the products or services, you will be required to complete and verify your personal information, payment details, and any other necessary information before confirming the order.

4.2. Order Confirmation

Upon placing an order, you will receive an email confirmation acknowledging receipt of your order. This email will only be an acknowledgment and will not constitute acceptance of your order. A contract between us for the purchase of the goods will not be formed until your payment has been approved by us and we have debited your credit or debit card.

4.3. Payment

When placing an order, you undertake that all details you provide to us are true and accurate, that you are an authorized user of the credit or debit card used to place your order and that there are sufficient funds to cover the cost of the goods. All prices advertised are subject to changes.

4.4. Cancellation and Modification of Orders

Orders may be canceled or modified up to a certain point during the ordering process, as specified on the website. After this point, cancellation or modification of an order may not be possible. Custom orders have specific terms regarding cancellation and modification, which will be communicated at the time of order placement.

4.5. Refusal of Order

We reserve the right to withdraw any product from the website at any time and/or remove or edit any materials or content on the website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from the website, removing or editing any materials or content on the website, or for refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

5. PRICES AND PAYMENT

5.1. Pricing Policy

The prices for products and services provided by DIOR LO CONSULTING through diorloconsulting.com are set forth on our website. We endeavor to ensure that all pricing information on the website is accurate, but occasionally there may be an error and items may be mispriced. If we discover an error in the price of the products or services you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or canceling it.

All prices are quoted in United States Dollars (USD) and are exclusive of sales tax (where applicable), unless explicitly stated otherwise. Prices are subject to change without notice, but changes will not affect orders in respect of which we have already sent you a confirmation.

5.2. Payment Methods

We accept various forms of payment, as specified on our website. These may include credit and debit cards, PayPal, and other electronic payment methods. By submitting an order through our website, you authorize the Company, or its designated payment processor, to charge the provided account for the total amount of the order.

5.3. Payment Security

Ensuring the security of your personal and financial information is of utmost importance to us. We employ various security measures and certify our payment processes in accordance with industry standards to protect against unauthorized access and transactions.

5.4. Payment Verification and Fraud Prevention

All payment card transactions made through our website are subject to verification by the relevant card issuer. We may also implement additional security measures to prevent fraud, including requiring additional verification or information before accepting any order. We reserve the right to refuse to process an order due to suspected fraud or unauthorized or illegal activity.

5.5. Errors in Billing

In cases of errors or discrepancies in billing, please contact our customer service department immediately. If you have been billed incorrectly, we will issue a credit or refund as appropriate.

6. SHIPPING AND DELIVERY

6.1. Shipping Policy

We offer shipping to both domestic and international destinations. Shipping charges and estimated delivery times will be indicated at the time of order and are subject to change depending on shipping location and package weight.

6.2. Delivery of Products

Delivery times quoted are estimates only and are not guaranteed. While we strive to meet these delivery estimates, we are not responsible for any delays caused by the postal service or other delivery agents.

6.3. International Shipping

For international orders, shipping costs and delivery times will vary. The customer is responsible for any customs duties, taxes, or other fees assessed by their respective country. We are not responsible for any delays due to customs processes.

6.4. Shipping Restrictions

Some products may have shipping restrictions due to their nature or the laws of the destination country. It is the responsibility of the customer to ensure that the ordered products can be legally imported into the destination country.

6.5. Risk of Loss

All items purchased from the Company are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

6.6. Shipping Discrepancies

In the event of any discrepancies, such as missing or damaged goods, please contact our customer service immediately to report the issue. Claims for missing or damaged items must be received within a specified period after receipt of the goods.

7. RETURNS AND REFUNDS

7.1. Return Policy

DIOR LO CONSULTING, operating through diorloconsulting.com, offers a return policy to ensure customer satisfaction. Customers who are dissatisfied with their purchase may request a return, subject to the terms and conditions outlined herein. Returns must be initiated within a specified period from the date of receipt, as detailed on our website. Products must be returned in their original condition, including all original packaging and accessories.

7.2. Non-returnable Items

Certain types of items may be exempt from being returned. These include customized products, perishable goods, and items sold on clearance. Additionally, items that have been used or are not in their original condition, are damaged, or are missing parts for reasons not due to our error, are not eligible for return.

7.3. Return Process

To initiate a return, customers must contact our customer service department to obtain a Return Merchandise Authorization (RMA) number. Returns without a valid RMA number may not be accepted. Customers are responsible for the cost of return shipping, unless the return is due to an error on our part (e.g., incorrect or defective item).

7.4. Refunds

Upon receipt and inspection of the returned item, we will send an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of days.

7.5. Late or Missing Refunds

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company; it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund, please contact us at our customer service department.

7.6. Exchange Policy

We only replace items if they are defective or damaged. If you need to exchange an item for the same item, send us an email at our customer service department for further instructions.

8. INTELLECTUAL PROPERTY RIGHTS

8.1. Ownership of Intellectual Property

All intellectual property rights in the products, services, and content provided on diorloconsulting.com, including but not limited to text, graphics, logos, images, as well as the compilation thereof, and any software used on the website, are the exclusive property of DIOR LO CONSULTING or its licensors and are protected by United States and international copyright and trademark laws.

8.2. Restrictions on Use

You are granted a limited, non-exclusive, non-transferable, and revocable license to access and use the website and its content for your personal, non-commercial use, in accordance with these Terms and Conditions. Any other use, including the reproduction, modification, distribution, transmission, republication, display, or performance, of the content on this website is strictly prohibited.

8.3. Copyright and Trademark Notices

All trademarks, service marks, and trade names of DIOR LO CONSULTING used herein (including but not limited to the DIOR LO CONSULTING name, the DIOR LO CONSULTING

logo, and the diorloconsulting.com website design) are trademarks or registered trademarks of DIOR LO CONSULTING or its affiliates. You may not use these marks without the prior written permission of DIOR LO CONSULTING

8.4. Infringement Claims

If you believe that your intellectual property rights have been infringed upon by our website content, please notify us by sending an email to our customer service department, providing a detailed description of the alleged infringement. Upon receipt of a bona fide infringement notification, it is our policy to remove or disable access to the infringing material and notify the infringing user of such removal.

8.5. User-Generated Content

Users may post reviews, comments, and other content, and submit suggestions, ideas, comments, questions, or other information, as long as the content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights, or otherwise injurious to third parties or objectionable. The Company reserves the right (but not the obligation) to remove or edit such content.

9. PRIVACY AND DATA PROTECTION

9.1. Commitment to Privacy

DIOR LO CONSULTING, through its website diorloconsulting.com, is committed to protecting the privacy and security of our customers' personal information. Our Privacy Policy, which is an integral part of these Terms and Conditions, outlines the types of personal information we collect, how we use it, the measures we take to safeguard it, and the choices you have about the way your information is collected and used.

9.2. Collection of Personal Information

When you engage in certain activities on our website, such as registering for an account, ordering a product or service, submitting content, or sending us feedback, we may ask you to provide certain

personal information. This may include your name, mailing address, email address, phone number, credit card information, and other identifying information. We collect this information to process your orders, manage your account, and customize your experience on our website.

9.3. Use of Personal Information

The personal information you provide is used for internal purposes such as confirming and tracking your order, analyzing preferences, trends, and statistics, informing you of our new products, services, and offers, and providing you with other information from and about DIOR LO CONSULTING We may also share your personal information with third parties for the purpose of providing you with our services, as detailed in our Privacy Policy.

9.4. Data Security

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential.

9.5. User Rights and Access

You have the right to access, correct, or delete your personal information and privacy preferences at any time. You can achieve this by logging into your account on the website or by contacting our customer service department.

9.6. Consent and Changes to Privacy Policy

By using our website, you consent to the collection and use of your personal information as outlined in our Privacy Policy. We reserve the right to make changes to our Privacy Policy at any time. Any changes will be posted on this page, and you are encouraged to review our Privacy Policy periodically to stay informed of how we are protecting your personal information.

10. DISPUTE RESOLUTION

10.1. Governing Law

These Terms and Conditions and any separate agreements whereby we provide you services shall be governed by and construed in accordance with the laws of the United States and the state in which DIOR LO CONSULTING is registered, without regard to its conflict of law principles.

10.2. Dispute Resolution and Arbitration

In the event of any dispute, claim, or controversy arising out of or in connection with these Terms and Conditions, or the breach, termination, enforcement, interpretation, or validity thereof, including the determination of the scope or applicability of this agreement to arbitrate, such dispute, claim, or controversy shall be, to the fullest extent permitted by law, determined by arbitration in the state in which DIOR LO CONSULTING is registered, before one arbitrator.

10.3. Arbitration Procedure

The arbitration shall be administered by an established alternative dispute resolution provider mutually agreed upon by the parties. The arbitrator's award shall be final and binding and may be entered as a judgment in any court of competent jurisdiction.

10.4. Class Action Waiver

You agree that any arbitration or proceeding shall be limited to the dispute between us and you individually. To the full extent permitted by law, (1) no arbitration or proceeding shall be joined with any other; (2) there is no right or authority for any dispute to be arbitrated or resolved on a class-action basis or to utilize class action procedures; and (3) there is no right or authority for any dispute to be brought in a purported representative capacity on behalf of the general public or any other persons.

10.5. Opt-Out of Agreement to Arbitrate

You may opt out of the agreement to arbitrate by contacting us within 30 days of first accepting these Terms and Conditions and stating that you (including your first and last name) decline this arbitration agreement.

11. TERMINATION OF ACCOUNTS OR SERVICES

11.1. Right to Terminate

DIOR LO CONSULTING, operating through diorloconsulting.com, reserves the right to terminate or suspend any user account or access to any part of its website or services, without notice, for conduct that the Company believes, in its sole discretion, violates these Terms and Conditions or any applicable law, or is harmful to the interests of another user, service providers, or the Company.

11.2. Effects of Termination

Upon termination, all rights granted to you under these Terms and Conditions will immediately cease. Termination will not limit any of the Company's rights or remedies at law or in equity. In addition, the Company may delete all user content and submissions made by you on the website. The Company is not liable to you or any third party for termination of your access to the website or deletion of your content.

11.3. User Initiated Termination

You are free to terminate your account and discontinue the use of our services at any time. You can do this by contacting our customer service department with a request to deactivate your account. However, you are still liable for all charges made to your account up to the time of termination.

11.4. Survival

Sections of these Terms and Conditions that, by their nature, should survive termination will survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

12. ELECTRONIC COMMUNICATIONS

12.1. Consent to Electronic Communications

By using the services provided by DIOR LO CONSULTING and diorloconsulting.com, you consent to receiving electronic communications from the Company. These communications will include notices about your account (e.g., payment authorizations, password changes, and other transactional information) and are part of your relationship with us.

12.2. Method of Electronic Communication

We will communicate with you by email or by posting notices on the website. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

12.3. Updating Contact Information

It is your responsibility to keep your email address up to date so that you may receive any notices we send to you regarding material changes to these Terms and Conditions or other matters.

12.4. Withdrawal of Consent

You have the right at any time to withdraw your consent to receive electronic communications from us. To withdraw consent, please notify our customer service department. However, withdrawal of consent to receive electronic communications may result in the suspension of your access to services.

12.5. Electronic Signatures

You acknowledge that your electronic submissions constitute your agreement and intent to be bound by the agreements into which you thereby enter, including all transactions you conduct on the website and all records including contracts, notices, and other communications, you generate through such transactions.

13. LICENSE AND SITE ACCESS

13.1. Grant of License

DIOR LO CONSULTING, through its website diorloconsulting.com, grants you a limited license to access and make personal use of this site and not to download (other than page caching) or modify it, or any portion of it, except with express written consent of the Company. This license does not include any resale or commercial use of this site or its contents; any collection and use of any product listings, descriptions, or prices; any derivative use of this site or its contents; any downloading or copying of account information for the benefit of another merchant; or any use of data mining, robots, or similar data gathering and extraction tools.

13.2. Restrictions on Use

The website or any portion of the website may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without express written consent of DIOR LO CONSULTING. You may not use any framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of the Company and our associates without express written consent. You may not use any meta tags or any other "hidden text" utilizing the Company's name or trademarks without the express written consent of DIOR LO CONSULTING.

13.3. No Illegal Use

As a condition of your use of the site, you warrant to the Company that you will not use the site for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use the site in any manner that could damage, disable, overburden, or impair the site or interfere with any other party's use and enjoyment of the site.

13.4. Termination of Access

The Company reserves the right to terminate your access to the site or any portion thereof at any time, without notice, for any reason whatsoever.

14. DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

14.1. Disclaimer of Warranties

The materials and products on this site are provided "as is" and without warranties of any kind, whether express or implied. To the fullest extent permissible pursuant to applicable law, DIOR LO CONSULTING disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose and non-infringement. The Company does not represent or warrant that the functions contained in the site will be uninterrupted or error-free, that the defects will be corrected, or that this site or the server that makes the site available are free of viruses or other harmful components.

14.2. Limitation of Liability

DIOR LO CONSULTING shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this site or the performance of the products, even if the Company has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.

14.3. Accuracy of Information

While the Company endeavors to ensure that the information on the website is correct, it does not warrant the accuracy and completeness of the material on the website. The Company may make changes to the material on the website, or to the products and prices described in it, at any time without notice.

14.4. Reliance on Information Posted

The material on this website is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete, or more timely sources of information.

15. CHANGES TO TERMS AND CONDITIONS

15.1. Right to Amend

DIOR LO CONSULTING, through its website diorloconsulting.com, reserves the right, at its sole discretion, to update, change or replace any part of these Terms and Conditions by posting updates and changes to the website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms and Conditions constitutes acceptance of those changes.

15.2. Notification of Changes

The Company will endeavor to notify users of significant changes to these Terms and Conditions by sending an email, posting a notice on the homepage of the website, or otherwise making the information available through the website. However, it is your responsibility to review the Terms and Conditions regularly to be aware of any changes.

15.3. Effect of Changes

Changes will not be retroactive and will become effective immediately after they are posted. If you do not agree to the modified terms for a Service, you should discontinue your use of that Service.

15.4. Historical Versions

When these Terms and Conditions are updated, the previous version may no longer be accessible. It is your responsibility to keep a copy of these Terms and Conditions and any other relevant documents if you wish to reference them in the future.

16. MISCELLANEOUS

16.1. Entire Agreement

These Terms and Conditions and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and DIOR LO CONSULTING and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms and Conditions).

16.2. Severability

If any provision of these Terms and Conditions is determined to be unlawful, void, or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms and Conditions, such determination shall not affect the validity and enforceability of any other remaining provisions.

16.3. Waiver

The failure of us to exercise or enforce any right or provision of these Terms and Conditions shall not constitute a waiver of such right or provision.

16.4. Assignment

You may not assign or transfer these Terms and Conditions, by operation of law or otherwise, without DIOR LO CONSULTING's prior written consent. Any attempt by you to assign or transfer these Terms and Conditions, without such consent, will be null and of no effect. DIOR LO CONSULTING may assign or transfer these Terms and Conditions, at its sole discretion, without restriction.

16.5. Headings

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.