



Terms of Use

Welcome to BXELEVEN.com. These Terms of Service ("Terms") govern your access to and use of our online store, services, and content provided through BXELEVEN.com ("Site"). By accessing or using our Site, creating an account, or making a purchase, you agree to comply with and be bound by these Terms, along with our Privacy Policy and Return & Refund Policy.

We encourage you to read all of our terms, policies and user agreements before deciding to use our site. These Terms and other policies and user agreements are intended to protect both our rights and yours, ensuring a secure, transparent, and enjoyable shopping experience. Please read them carefully, and if you do not agree with any part of these Terms, we advise that you discontinue use of the Site and Services.

Key Definitions

Site: Refers to the BXELEVEN® website, accessible at BXELEVEN.com, including all its features, services, and content.

User: Any individual who accesses or interacts with the Site, including account holders and visitors.

Account: A personalised user profile created on the Site to access certain features, manage orders, and store personal information.

Content: All materials available on the Site, including but not limited to text, graphics, logos, images, videos, software, and any other forms of information or data.

Purchase: The act of buying goods or services from the Site. This includes completing an online transaction through our payment processor.

Return Window: The specified period within which a customer may return eligible products, as outlined in our Return & Refund Policy.

Non-returnable Items: Products that are not eligible for return, exchange, or refund, as defined in the Return & Refund Policy.

Personal Information: Data that can be used to identify an individual, including but not limited to names, contact details, IP addresses, and other information collected by the Site, as outlined in our Privacy Policy.

Intellectual Property Rights: Legal rights that protect the ownership and use of BXELEVEN's content, including copyrights, trademarks, and other proprietary information.

Third-party Payment Processor: An external service provider that processes payments on behalf of BXELEVEN®, ensuring secure transactions for purchases made on the Site.

Indemnification: A legal obligation for the user to compensate BXELEVEN® for any losses, damages, or costs arising from their use of the Site or violation of the Terms of Use.

Termination: The right reserved by BXELEVEN® to discontinue or suspend a user's account and access to the Site if there is a breach of the Terms of Use or any behaviour deemed harmful.

Governing Law: The legal jurisdiction under which these Terms of Use are governed, which, for BXELEVEN®, is the United Kingdom.

1. Acceptance of Terms

By accessing and using BXELEVEN.com ("Site"), creating an account, or making a purchase, you agree to abide by these Terms of Use, along with our Privacy Policy and Return & Refund Policy. If you do not agree to these terms, please do not use our Site or services.

2. Eligibility

You must be at least 18 years old to use our Site. By accessing or using the Site, you confirm that you meet this age requirement. Parents or guardians may use our Site on behalf of minors, but they assume full responsibility for their use of the Site.

3. Account Creation and Security

To access certain features of the Site, you may need to create an account. You are responsible for maintaining the confidentiality of your account information, including your password, and for all activities that occur under your account. Please notify us immediately of any unauthorised use of your account.

4. Use of the Site

You may use the Site for personal, non-commercial purposes only. You agree not to misuse or attempt to gain unauthorised access to any part of the Site. Unauthorised activities include, but are not limited to, hacking, data mining, or automated data gathering. Any such use may result in immediate suspension or termination of your account.

5. Purchases and Payment

When you make a purchase on our Site, you agree to provide accurate payment information and to complete all steps necessary for payment processing. Our Site uses third-party payment processors, and by making a purchase, you authorise us to

share necessary information with these providers. Please refer to our [Privacy Policy](#) for more details on how your payment data is handled.

6. Return and Refund Policy

BXELEVEN's [Return & Refund Policy](#) outlines the terms for returns, exchanges, and refunds. Customers may return eligible items within the specified return window in original condition, subject to the terms in our policy. Non-returnable items and return shipping terms are detailed in the Return & Refund Policy, and we encourage you to review this policy before making a purchase.

7. Deliveries to Europe

BXELEVEN® offers delivery services to European countries. Please note that international deliveries may be subject to customs, duties, or taxes imposed by the destination country. These fees are beyond the control of BXELEVEN® and are not included in the purchase price or shipping charges.

By placing an order for delivery to a European address, you acknowledge and accept the following:

1. Responsibility for Border Fees

Customers are solely responsible for paying any customs duties, VAT, import taxes, or other fees required by the destination country's customs authorities. These charges must be paid directly to the relevant authorities or their agents upon delivery of the order.

2. Compliance with Local Laws

Customers are responsible for ensuring compliance with all applicable customs regulations in their respective countries. BXELEVEN® will not be held liable for delays, refusals, or confiscations due to customs issues.

3. Notification of Fees

You may be contacted by customs or the carrier to settle these fees before your package can be released. Failure to pay these charges may result in the

return or destruction of your package, for which BXELEVEN® cannot accept responsibility.

4. Return Fees Due to Customs Issues

If an order is returned to BXELEVEN® due to unpaid customs fees, incorrect documentation, or refusal to accept delivery, the customer agrees to cover any associated return shipping costs, customs charges, or handling fees.

For further details regarding international shipping, including estimated delivery times and potential customs delays, please refer to our Shipping Policy or contact our customer support team.

8. Privacy and Data Security

Our Privacy Policy describes how we collect, use, and protect your personal information when you interact with our Site. By using the Site, you agree to the terms of our [Privacy Policy](#). We are committed to safeguarding your personal information, but please be aware that no online platform is entirely secure.

9. Intellectual Property Rights

All content on BXELEVEN.com, including but not limited to text, graphics, logos, images, and software, is the property of BXELEVEN® or its content suppliers and is protected by intellectual property laws. You may not reproduce, distribute, or otherwise exploit any content on our Site without prior written permission from us.

10. Limitation of Liability

To the extent permitted by law, BXELEVEN® shall not be liable for any damages resulting from your use of, or inability to use, the Site or services. This limitation includes indirect, incidental, and consequential damages, even if we have been advised of the possibility of such damages.

11. Indemnification

You agree to indemnify and hold BXELEVEN®, its affiliates, and their respective officers, directors, agents, and employees harmless from any claims, damages, liabilities, costs, or expenses (including reasonable attorney fees) arising from your use of the Site, violation of these Terms, or infringement of any intellectual property rights.

12. Changes to Terms of Use

We may update these Terms of Use periodically to reflect changes in our practices or services. If we make significant changes, we will post a notice on our Site. Continued use of the Site after such changes signifies acceptance of the revised terms.

13. Governing Law and Jurisdiction

These Terms of Use and any disputes arising out of your use of the Site are governed by the laws of the United Kingdom. Any legal action or proceeding related to these Terms of Use shall be brought exclusively in the courts of the United Kingdom.

14. Contact Information

For questions regarding these Terms of Use, please contact BXELEVEN® at:

Email: support@bxeleven.com

15. Termination

We reserve the right to terminate or suspend your account and access to the Site, without prior notice, for conduct that we believe violates these Terms or is harmful to other users of the Site, us, or third parties.