

Terms and Conditions

Effective Date: [Insert Date]

Welcome to **Calisto Baby** ("we," "our," "us"). These Terms and Conditions govern your use of our website, www.calistobaby.com, and any purchases made through it. By accessing or using our website, you agree to comply with and be bound by these terms. If you do not agree with any part of these terms, please do not use our website.

1. About Calisto Baby

Calisto Baby ("CBB") is an online boutique specializing in baby and toddler clothing, accessories, and essentials. Our mission is to provide high-quality, fashionable, and comfortable products for your little ones. We aim to create a vibrant, colorful, and enjoyable shopping experience for families.

2. Orders and Purchases

2.1 Order Processing

- All orders are processed within **2-4 business days** (average time) before shipping.
- Delivery times depend on the destination country/location and the shipping method selected.
- Please allow **1-3 working days** for order preparation in Lebanon.
- We do not guarantee exact delivery times due to factors beyond our control, such as weather conditions, natural disasters, or delays by shipping companies.

2.2 Payment Methods

- Payments can be made in **USD** or **LBP** (based on the daily exchange rate).
- We accept payments through our secure online payment system.

2.3 Promotions

- **10% discount** on your first order.

- **Free delivery** for orders over **\$99**.
-

3. Shipping Policy

3.1 Delivery Times

- Delivery times vary based on the destination and shipping method.
- Orders may experience delays due to unforeseen circumstances, such as weather, natural disasters, or holidays.

3.2 Shipping Costs

- Shipping costs are the responsibility of the customer and are **non-refundable**.
-

4. Exchanges and Returns

4.1 Exchange Policy

- Exchanges are allowed within **2 days** of receiving your order for **non-sale items**.
- Items must be **unused**, in their original condition, and include all tags and packaging.
- **No exchanges** are offered for:
 - Breastfeeding-related products
 - Feeding-related products
 - Pacifiers
 - Socks & footwear
 - Underwear
- Proof of purchase is required for all exchanges.

4.2 Returns

- We do **not** offer returns or refunds. Only exchanges are permitted.

4.3 Shipping Costs for Exchanges

- Customers are responsible for the shipping costs of exchanged items.

5. Cancellations

5.1 Order Cancellation

- Orders are processed immediately, and cancellations are generally not possible once the order is placed.
- If you wish to cancel your order, contact us **immediately** via email at calistobaby1@gmail.com with the subject "Cancel" or through WhatsApp at **+961 81 972 848**.
- We will attempt to stop the shipment, but we cannot guarantee cancellation.

6. Product Information

6.1 Product Quality

- Our products are made from **100% cotton** and **organic cotton**, suitable for babies' delicate skin.
- All product photos on our website are real and taken by our team. What you see is what you get.

6.2 Product Availability

- All products are subject to availability. If an item is out of stock, we will notify you and offer alternatives or a refund.

7. Customer Responsibilities

- You agree to provide accurate and complete information when placing an order.
 - You are responsible for ensuring that the shipping address provided is correct.
 - You agree to comply with all applicable laws and regulations when using our website.
-

8. Limitation of Liability

- Calisto Baby is not liable for any delays or damages caused by shipping companies or unforeseen circumstances.
 - We are not responsible for any misuse of products after delivery.
-

9. Privacy Policy

- Your privacy is important to us. Please refer to our **Privacy Policy** for details on how we collect, use, and protect your personal information.
-

10. Changes to Terms and Conditions

- We reserve the right to update or modify these Terms and Conditions at any time. Any changes will be effective immediately upon posting on our website.
-

11. Contact Us

For any questions, concerns, or complaints, please contact us:

- **Email:** calistobaby1@gmail.com
 - **Phone/WhatsApp:** +961 81 972 848
 - **Website:** www.calistobaby.com
 - **Online Chat:** Available on our website.
-

Thank you for choosing Calisto Baby!