

PFOHLS' PRIVACY POLICY

When you visit the website: <https://pfohls.shop>, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse this website, we collect information about the individual web pages, what websites or search terms referred you to this website, and information about how you interact with this website. We refer to this automatically-collected information as Device Information.

Data is collected during the following interactions with us:

- When you interact with us on social media platforms
- When you respond to surveys
- When you register for newsletters or other communications from us
- When you contact us with a query or complaint

When you make a purchase from our store, 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 phone number and email address so that we can complete your transactions and contact you as needed.

The information we collect through this website helps us provide you with information specific to your needs and interests. This Privacy Policy covers this website, including our registered domain name. Please read below to review our Privacy Policy and the types of information we gather through this website. In this Privacy Policy, we, us, our and other similar references mean PFOHLS and you and your and other similar references mean a specific user of this website.

We update our business practices and privacy policy to keep our sellers and buyers informed about their rights and relationship with PFOHLS. By visiting this website, you accept the Privacy Policy and our Terms and Conditions. Therefore the customers are encouraged to frequently visit these sections in order to be updated about the changes on this website. Modifications will be effective on the day they are posted. This Privacy Policy applies to PFOHLS solely and does not apply to websites maintained by other companies or organisations to which we link to and from. If you have expressed a dissent in sharing the personal information that is required, we might not be able to provide you all the services you have asked for. Please note that we keep all the data anonymous.

1. WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address, email address, telephone number, sizing and date of birth.

Email marketing (if you opt into it): If you would like to be on our mailing list, from time to time we may send you emails about our store, new products and other updates.

2. CONSENT

How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, or arrange for a pick-up, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How do I withdraw my consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at sales@pfohls.shop or mailing us at:

PFOHLS AUTHENTIC FASHION
29 Independence Avenue
P.O. Box 2990
Windhoek
Namibia

3. DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms and Conditions.

4. SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

5. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

6. QUESTIONS AND CONTACT INFORMATION

If you would like to access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information, please contact our Managing Director by email: cobus@pfohls.shop or by mail at

Managing Director

PFOHLS AUTHENTIC FASHION
29 Independence Avenue
P.O. Box 2990
Windhoek
Namibia

PFOHL's DNA and MISSION

Welcome to PFOHLS Authentic Fashion since 1951! In addition to offering new apparel for men and women, we also provide high-quality pre-owned designer fashion for women and men at prices that are 20%-90% lower than retail.

Our experienced staff meticulously select and price each item based on brand, quality, and style, ensuring great deals on a thoughtfully curated collection of clothes, bags, shoes, accessories, jewelry, and watches.

Our premises include a beautiful wedding boutique with a wide selection of bridal gowns as well as an atelier for all your alteration needs or custom-made dresses.

As a locally owned business in Windhoek, Namibia, we are dedicated to supporting our local community and preserving the environment.

Recycling clothes extends their lifespan and reduces landfill waste. Did you know that over 18 million tonnes of clothes are sent to landfills every year? When natural fabrics decompose they produce methane and other greenhouse gases which contribute to climate change; synthetic fabrics remain in the ground for many decades.

We believe that recycling fashion is the responsible way forward.

We invite you to visit our boutique and explore our entire collection!

CONSIGN WITH PFOHLS

Submit Your Items:

Email or WhatsApp photos of your items for assessment. We'll inform you of acceptance. Schedule an appointment for in-store visits. Drop off your items during the appointment. House calls available for bulk items (over 20) in Windhoek. We'll assess and pick up your items.

WHY CONSIGN WITH US?

Looking to part ways with your gently used designer items? Whether it's to clear space, recover costs, or refresh your wardrobe, we've got you covered. Here's why PFOHLS is your best choice:

- Convenient Location: Our store is centrally located in Windhoek for easy access.
- Competitive Pricing: We offer competitive pricing strategies to ensure your items sell quickly.
- Transparent Payment: Receive your percentage at the end of each month for sold items. No upfront fees until items are sold.
- Wide Brand Acceptance: We accept premium high-street, contemporary, and luxury brands. Items must be in clean, wearable condition.

BENEFITS OF CONSIGNING WITH PFOHLS:

- Low Fees: Our commission is 40% of the selling price, with 60% to you. For items over N\$35,000, the commission drops to 20%, giving you 80% of the portion above N\$35,000.
- Wide Exposure: PFOHLS is an industry-leading fashion destination with a diverse customer base from across Africa, Europe, North America, Asia, and Australia.
- Consignor Accounts: We provide easy, transparent consignment processes. You'll be assigned a consignor's account, and payments are made at the end of each month upon the sale of your items. Optionally, you can keep your earnings as store credit.

CONSIGNOR CONTRACT: A Consignor Contract must be signed before your items can be accepted. We require a valid ID or passport for account setup.

AUTHENTICITY & ACCEPTANCE:

- We authenticate all items and do not accept fake products.
- Accepted items must be premium, contemporary, or luxury brands in excellent condition.

See our Conditions Chart for details.

Conditions Chart:

- Brand New: brand new with tags and has never been worn
- Excellent: without original brand's tags with no signs of wear
- Good: minimal signs of wear & tear
- Fair: some small signs of wear, such as scuffs, minor stain, small imperfections

NOT TAKEN

Used: visible signs of wear, such as scratches, dents, discoloration, markings and/or tearing

FAQs:

Appointment: While walk-ins are welcome, we highly recommend making an appointment for a smoother process.

Seasonal Items: Submit your items before or within the relevant season for optimal acceptance.

Payment Methods: We make a bank transfer or give you store credit for your sold items, as you prefer.

Return Policy: Tagged items with original receipts can be returned within 7 days for store credit. All consignment items are final sale.

CONSIGNMENT PERIOD:

Items remain in-store for up to 12 months from the accepted/processed date. The contract can be renewed afterward.

CONTACT US:

Email: sales@pfohls.shop

Phone: +264 61 222 990

Visit us: 29 Independence Avenue (corner of Venning Street), Windhoek, Namibia