

## **Terms and Conditions of Sales**

This agreement relates to "you" or "your" the consumer accessing the website [www.skinhealthsolutions.co.uk](http://www.skinhealthsolutions.co.uk) or purchasing product available through the aforementioned website. These "terms" are only available in English and it is recommended you keep a copy for future reference as you will be bound by these "terms", by accessing or ordering through this website. Skinhealthsolutions will be referred to as "us", "we" or "our".

Skin Health Solutions Ltd reserve the right to make changes to these terms and conditions at any time, including regulatory, privacy or legal amendments. If you dispute the "terms" you are free to stop using the website at any time. If you would like to comment on or question the "terms" please email [admin@skinhealthsolutions.co.uk](mailto:admin@skinhealthsolutions.co.uk)

Registered address of Skin Health Solutions Ltd:  
483 Green Lanes  
London  
NW1 4BS

## **Online Ordering**

Ordering online through the skinhealthsolutions website confirms your purchase. All orders are subject to availability, where possible we will advise of "out of stock" product. We (skinhealthsolutions) reserve the right to refuse an order. We will email you acknowledgement of your order. All communication will be via the email address you have supplied.

By selecting products from our range, these products will be placed in the shopping cart by clicking on the add to cart button. You will be taken through to the "checkout" button. As soon as this order is accepted by us via an "acceptance email", your order forms a binding contract between us, skinhealthsolutions and you, the consumer.

Before confirming any order via "checkout" you can review or amend your order by clicking on the shopping cart at any time.

An automatic email will be sent to your email address confirming receipt of your order ("confirmation email"), summarising your order, we recommend you print this out and keep for your records. Check these details are correct and contact us immediately at [info@skinhealthsolutions.co.uk](mailto:info@skinhealthsolutions.co.uk)

If the order is not what you expect or you have not received a "confirmation email"

A second email will be sent to you "acceptance email" whereupon your goods will be dispatched, at which point a binding contract of sale is in place. We will hold a copy of any order, accepted by us by us.

### **Delivery Costs, Prices and Payments**

All deliveries within the UK are free of charge. Please contact [info@skinhealthsolutions.co.uk](mailto:info@skinhealthsolutions.co.uk) For delivery charges outside of the UK.

We endeavour to deliver all orders within 2 working days, to the address provided by you. If we are unable to dispatch within 30 days from order date we will email and give you an expected delivery date. You have the right to cancel your order in these exceptional circumstances and a full refund will be given.

You are responsible for your product once delivered. If you are unhappy with the product i.e. damaged packaging please [admin@skinhealthsolutions.co.uk](mailto:admin@skinhealthsolutions.co.uk) as soon as possible.

All prices are inclusive of VAT, other taxes may need to be applied to outside of UK.

Prices are subject to change without notice.

We accept all major debit cards, credit cards and PayPal. Payments will be debited from your account shortly before dispatch. You confirm that the credit/debit card that is being used is yours. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. Fraudulent use of credit cards will be reported to the relevant authorities. If the issuer of your card refuses to authorise payment we will not accept your order and we will not be responsible for any delay or non-delivery and we are not obliged to inform you of the reason for the refusal. We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment in accordance with your order.

### **Returns and Refunds**

We hope that you will be happy with your goods. All products have

a full description with full ingredients listing, take care to read these and avoid ingredients known to cause you sensitivity.

If you are unhappy with your purchase you have the right to return the product and receive a full refund provided you comply with the points below.

- You notify us in writing within 14 working days of receipt of product
- You have taken reasonable care of the product and not caused damage in any way
- You will be responsible for the cost of return, unless it is faulty, incorrect or misdescribed. Please ensure the product is well-packaged on return.

### **Sales to Trade Customers**

Please note trade sales are non-refundable online or if purchased directly through Skin Health Solutions Ltd, unless the goods are faulty.

### **Copyright and Intellectual Property Rights Notice**

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