

# Terms and Conditions

Ebeautyshop Limited, trading as beautyeshop.co.uk ("Us", "We", or "Our"), a company registered in England and Wales (company no.:06789753, registered address: c/o Taxassist Accountants, 30 Queens Road, Reading, BERKS, RG1 4AU, United Kingdom. Our registered VAT Number is GB 984 00 728. By visiting beautyeshop.co.uk (the "Site"), you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our [privacy policy](#) govern Our relationship with you in relation to this website.

You should check this page from time to time to ensure that you are happy with any changes.

## Your Site Account

Registering an account with the Site requires you provide information about yourself. This information includes

- a valid email address
- your telephone
- and your home address.

At any time you can alter your details by logging in Our Site. We reserve the right to suspend or terminate your account if it is or appears to Us to be used in breach of any of the provision of these Terms and Conditions. Any account with false registration details or any other misuse of the Site would also be subject to account suspension or termination.

## Product Information

Products descriptions, screen shots and specification and other product details listed in Our site are to Our best knowledge as accurate as possible. All images shown are for illustration purpose ONLY and may differ to the actual product you received. Products, prices and descriptions are subject to change at any time without notice.

Unless otherwise stated, offers on products with discounted prices can NOT be combined in conjunction with any other offer. We reserve the right to restrict offers to one purchase per address at our discretion. All offers are subject to availability while stocks last. Offers may be withdrawn without any notice.

You are expecting that there might be errors and omissions for any sale or discount prices although We continue to review Our pricing structure to ensure value for money for Our customers. In the unlike event of customer purchasing a product with incorrect price, we reserve the right to refuse supply products at the incorrect price unless you agree to pay for the correct price.

All prices of products and shipping charges are in GBP (Pound Sterling). Orders shipped to EU VAT Zone (including the UK) are subject to VAT at the current UK standard rates; Orders shipped to outside EU VAT Zone does not incur VAT, in both cases, the product price shown in Our Site is inclusive of VAT where applicable.

## Order & Purchases

We reserve the right to refuse any order placed via Our Site for any reason and will not be liable to you or any third party in those circumstances. Any order paid via Google Checkout or via other similar companies is subject to their respective terms and conditions.

We may also refuse or cancel your order if Google Checkout or other similar companies instruct Us to do so due to breach of their relevant terms and conditions or for other security reasons.

Occasionally, some products may not be available at the time after you placed your order. Under these circumstances, unless you inform Us otherwise, we will either:

- a) ship your order and give you a refund of amount equal to the out of stock product(s) you ordered,
- or b) send your out of stock item once fresh stocks has arrived at a date no later than Seven (7) working days from the date of your initial order dispatch date at no extra postal & packaging cost to you.

We will cancel your order ONLY if none of your ordered products are in stock.

## Payment

No order will be accepted or processed unless paid in full. Default payment via Google Checkout ONLY. If you are paying via Google Checkout, the purchase will appear in your debit / credit card statement as "GOOGLE\*BEAUTYESHO". Bank transfer or payment via Paypal may be accepted subject to extra processing fees, at Our discretion.

In cases of payment via bank transfer or Paypal, you need to send us product details including produce quantity and price and subject to availability, we will only reserve your order for maximum of 5 working days.

Sorry but We do NOT accept cheque payment or Western Union or MoneyGram transfer.

For customers paying using a debit / credit card registered outside the UK, we will NOT charge you extra if your registered card currency is not in GBP. However, you are responsible for any foreign currency exchange fees or commission charged by your card issuing company. You are strongly advised to check with your card issuing company for any such fees before proceeding to checkout at Our Site.

## Shipping Price, Options and Choice of Courier Company

We offer delivery to customers in the UK and overseas. Our normal courier company is Royal Mail, however, we may use an alternative courier depending on order size and weight. For latest shipping prices, please see [here](#)

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Unless you inform Us otherwise, we reserve the right to merge and ship Two or more orders in one consignment (each order will be individually boxed) from the same customer who had placed orders within twenty-four (24) hour period of any given time during UK working days which were all sent to identical delivery names and addresses. This also applies to orders placed over weekends or UK public holidays where the twenty-four(24) hour time limit is extended to include periods of the whole non UK working days.

We reserve the right to send one order in two separate consignments or via two different courier companies.

We reserve the right to ship order ONLY to the billing addresses.

### **Delivery**

We will try our best to dispatch your order as soon as possible subject to availability after your order has been accepted and processed by us.

We are not liable for direct, indirect or sequential charges or losses caused by any delays. You are responsible for paying any duties or taxes due at the country of destination specified in your delivery address. It is your duty to determine whether there is any restriction s on delivery of your purchased products to your shipping address and you must comply with all laws and regulations of the destination country specified in your order shipping address.

We reserve the right to refuse product(s) to be shipped to your delivery address due to restrictions, laws or regulations imposed by both the UK and the destination country shown the delivery address.

We will ONLY consider claims for lost in transit consignments twenty-eight (28) working days after your order has been dispatched. After the required time of twenty-eight (28) working days have elapsed and if you still have not received your order. Please contact Our Customer Service Team via the "contact us" page.

In case of where you have requested Us to deliver an order to a different address other than the one you provided to Us when you placed your order; or you have not provided Us incorrect shipping address; or the tracking status of your parcel has shown as delivered, We reserve the right to refuse any claims for items lost in transient in these particular situations.

### **Free Gift Offer Policy**

Any free gifts you have chosen or sent to you are offered on the basis of goodwill. Free gifts are offered in the hope that it will be useful but **WITHOUT ANY WARRANTY; without even the implied warranty of Merchantability or Fitness for a particular purpose.**

We do NOT accept any request for exchange of Free Gifts. Offer limited to one free gift item per customer per qualified transaction based on total order value in **GBP** spent in a single transaction after redemption of any discounts and shopping points applied.

All free gift items are subject to availability and while stocks last. No cash or shopping points alternative for free gift items.

Customers who do not select a free gift item for qualified order will be given one at Our discretion.

If you have selected a free gift for a higher order total band than your current order, we reserve the right to substitute with the most appropriate one.

We reserve the following rights a)To withdraw this offer at any time without notice. b)To substitute free gift item to any alternative product without notice.c)To amend this terms and conditions at any time.

### **Returns and Cancellations Policy:**

Within Seven (7) working days of your receipt of your order, you have the right return product to Us via post at your own costs. ONLY if you have received an incorrect item or you have received a faulty item and wish to return, then We will reimburse cost of returning postage. Any Free Gifts sent to you also need to be returned to Us if you wish to cancel the entire order.

We reserve the right to recover actual shipping costs to Us from your refunds if you choose to cancel an entire order without giving a good reason.

If you are cancelling a purchased product in a discounted or promotional offer or as part of a combined product, then you have to return all products purchased as a discounted or promotional offer if you wish to receive a full refund.

Failing to do so will result your refund to be adjusted accordingly, at Our discretion.

To return product to Us, you need to email Our Customer Service Department and ask for a RMA form. Then, you need to complete the RMA form send to you, sign with a date, and post this together with the product you wish to return to the address shown on the RMA form. Please note that all returned items must be un-damaged, un-opened and in its original packaging.

We reserve the right to refuse a return without a valid RMA form ,or you have not taken reasonable care such that returned product reaches us in damaged state, or if you return the entire ordered products but not the Free Gifts. We suggest you send your returned items in a protective packaging and obtain a tracking reference as proof of posting when you return with sufficient postal insurance to cover for the content value.

All refunds will be processed within maximum of 30 days of us approving your returned item(s). We will ONLY issue refunds back to your original source of funding. If you have used your debit / credit card for your payment, then any

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refunds will be sent to the same card. Similarly, if you have chosen to pay via Paypal / Bank transfer, any refunds will be debited back to the same Paypal / Bank account.

### **Customer Loyalty Programme - Shopping Points and Redemptions**

Terms and Conditions of Our shopping points & redemptions system can be found [here](#)