

## Spirited Soaps Terms & Conditions

**By ordering products from our website, you confirm that you accept our Terms & Conditions**

### General

'We' or 'Us' or 'Our' means Spirited Soaps.

### Prices

All our prices are shown in Pound Sterling and **include** post and package charges. We reserve the right to change prices at any time.

### Conditions of Sale

All orders will be dispatched upon receipt of payment unless otherwise arranged.

### Product Description

Whilst every effort is made to accurately describe products, there may be slight variation in product colour, slight batch to batch variations, packaging design or specification – none of which will affect product quality. We endeavour to make sure pricing is correct at time of publishing, but reserve the right to change prices due to error or supplier changes. The customer will be informed of price changes accordingly.

### Payment

We accept payments by credit or debit cards via the PayPal service. All card payments are made securely through the payment processing company's website. We do not hold any customer's credit card information other than payment amount and date.

### Postage & Shipping

Postage is included on the prices stated on the website, unless otherwise arranged with the customer. We reserve the right to change & amend prices.

### Delivery Times

Spirited Soaps products are very often made to order (they are fresh and handmade after all!). **Please allow up to 5 working days** for your order to be processed & dispatched. If there will be a further delay the customer will be informed and offered a refund.

If you have ordered products, which are in stock or already made your order will be processed & dispatched within 2 working days.

Orders placed over the weekend will be processed on Monday or if you happen to order over a bank holiday, your order will be processed on the first working day, usually a Tuesday.

We send our packets with Royal Mail and in most cases they arrive within 1-2 working days. Proof of postage is always obtained. We accept no responsibility for loss resulting from delivery delays.

### Health & Safety

As with all new products, it is advisable to check on a small area of skin before layering yourself in it from head to toe. Some essential & fragrance oils used in the Spirited Soap range contain potential allergens. Those are clearly labeled on

the packaging in accordance with EC regulations. In some individuals those substances can cause adverse reactions. The entire Spirited Soaps range has been fully safety assessed by an independent assessor and found to be safe & in accordance with EU regulations. We do not accept responsibility for the misuse of our products. It is the responsibility of the customer to use the products with discretion and check with a professional if in doubt.

### **Disclaimer**

The Information provided on our website is provided for information purposes only and is not intended to diagnose, prescribe or replace the advice of professionals. By purchasing our products you accept responsibility to check with a professional before using any products that may interfere with drugs or medical conditions. We recommend performing a patch test on your skin. If no reaction occurs and you like the product, you can continue using it. Spirited Soaps accepts no responsibility for incorrect use of information or products. All representations relating to purpose of use are excluded to the full extent permitted by law and we accept no liability.

### **Returns, Damaged Goods & Cancellations**

If you are not satisfied and wish to return the goods ordered, you must notify us within 7 days of receiving your order. We will refund only **UNUSED** products, returned to us in re-saleable condition, within 28 days. We must be notified of incorrect or damaged orders within 3 days of receipt. We accept no responsibility for goods damaged in transit. If you cancel an order after dispatch, this will incur a 10% surcharge. All return costs will be the customer's responsibility.

### **Suitability for purpose**

We do not accept responsibility for misuse of our products. It is the responsibility of the customer to use the products with discretion. We do not accept responsibility for damage or defect of goods arising from incorrect storage or use by the customer. We accept no liability for loss or consequential damage arising from the goods supplied.

### **Product Storage**

All products are checked carefully before dispatch to the customer. We cannot be held responsible for deterioration of the products due to the customer's incorrect storage conditions ie, exposure to direct sunlight etc. The customer should ensure that the products are kept in cool and dry conditions (bathroom windowsill are often exposed to direct sunlight and so is the cream displayed on them), and a clean spatula is used to remove products from the jar (instead of fingers) to minimise the risk of deterioration in the product resulting from external contamination. All liquid products, such as body lotions, should be shaken well before use to emulsify the ingredients. Should some oil separation occur in your creams and lotions, please stir the product with a clean spoon or a suitable utensil until the oil has blended into the cream. Oil separation does not affect the qualities of your cream.

### **Shelf Life**

All products have a shelf life of a minimum of 18 months if not open, and 12 months from opening. Most products will be usable for longer, however their quality may deteriorate.

### **Privacy**

The privacy and security of your personal information is our priority. Spirited Soaps is committed to protecting your privacy and will never disclose your personal details to anybody. We use the information you provide to complete orders, keep you informed of the progress of your order & to send you further information. Your personal information will never be passed on to third parties.

Dated: November 2007