

## **Terms and Conditions of Courtyard Beauty Salon**

We are constantly striving to improve our service so we reserve the right to change items on our site, including prices, our Terms and Conditions and add or remove website functionality at any time without notice.

### **Orders**

You can place orders through this website, by post, email, or telephone

There is no contract of sale until we dispatch your order. By placing an order you are deemed to have accepted our Terms and Conditions.

Products listed are subject to availability. If for any reason a product is out of stock, we will notify you and offer the options to either wait until it is back in stock, change your order to an alternative or cancel your order.

Images are for illustration purposes only. Colours and styles may vary.

### **Prices**

All prices for products are in GBP Sterling. Delivery charges are added in the checkout area.

### **We believe in showing clearly the amount you will pay IN TOTAL.**

Prices listed are for internet shoppers and we reserve the right to adjust prices as necessary due to market fluctuations, and without notice.

### **Payments**

Payments accepted by most major Credit and Debit Cards

If desired, you can also deal with us directly in person at Courtyard Beauty Salon, or by leaving a message over the telephone and we will return your call. You will then be able to supply your card details for processing on our salon terminal.

PLEASE DO NOT EMAIL CARD OR BANK DETAILS, or leave them in a message over the phone for your own security.

## **Deliveries**

In accordance with The Consumer Rights Act, Courtyard Beauty Salon is responsible for the condition of the goods until you receive the goods, or someone else you have nominated to receive them on your behalf such as a neighbour.

Goods will be dispatched as quickly as is possible, but there is a default delivery period of 30 days to deliver the goods to you, unless a longer period has been agreed.

## **Cancellations, Returns and Refunds**

If you wish to cancel an order before it has been dispatched then you must contact us immediately by telephone.

In accordance with the Consumer Contracts regulations, you have a fourteen-day working period starting from the day you receive your order in which you can return any products for a refund. You must inform us in writing or email and must return the goods within a fourteen-day period from the date you received the goods.

The products must then be returned unopened, and in their original packaging in acceptable condition.

A deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary.

The extent to which you can handle the goods is the same as it would be if you were assessing them in a shop.

You are responsible for returning item acceptably.

Refunds will cover the value of the products and basic delivery costs only, and not the costs of returning items.

Any due refund payment will be within thirty calendar days from that date.

## **Faulty Goods**

If you receive faulty goods and wish to return them, the Regulations are in addition to your other legal rights. If your goods are faulty, or don't match the description given, you have the same consumer rights under the Consumer Rights Act.