



## Terms and Conditions of Sale

Please read this document carefully as it contains the terms and conditions that you agree to be bound by if you continue to use Loulabelles body shop Online Store. The below terms and conditions (“the Conditions”) and the Terms of Use apply to your use of this Loulabelles Body Shop Online Store and to any purchases you make through Loulabelles Body Shop Online Store.

In the event of any conflict between the Terms of Use and these Conditions, the latter shall prevail. These Conditions and the Terms of Use apply between you and Loulabelles Natural skincare Ltd (“ Loulabelles Body Shop”, “we” or “us”), whose registered office is at Unit D1 Lomer farm, Wrotham road, Meopham, United Kingdom DA13 0AN Please address any complaints, queries or correspondence regarding these conditions or Loulabelles Body Shop Online Store, to the contacts as listed in our contact us page. This site is operated by Loulabelles natural skincare Limited (registered number 13179029 ) from its registered address at Unit D1, Lomer farm, Wrotham Road, Meopham, Kent, United Kingdom. DA13 0AN

## Purchasing Loulabelles natural skincare Products

**Eligibility to order criteria: You may only purchase products from Loulabelles Body Shop Online Store:**

Loulabelles Body Shop (Loulabelles natural skincare Ltd) reserves the right to decline any order that it has reasonable cause to believe is for onward sale other than through distribution channels approved by Loulabelles natural skincare

Details of the products available for purchase (including their price) are set out on Loulabelles Body Shop Online Store. Loulabelles Natural Skincare Ltd takes all reasonable care to ensure that all details, descriptions and prices of products appearing on Loulabelles Body Shop online store are correct at the time when the relevant information is placed onto Loulabelles Body Shop online store. Although every effort is made to keep Loulabelles Body Shop Online Store as up to date as possible, the information appearing at a particular time may not always reflect the position exactly at the moment you place an order. Please note that if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing, we do not have to provide the products to you at the incorrect price.

## Ordering Products

Once you have selected the products you wish to order, navigated through the checkout process and clicked on the ‘Submit Order’ button on the cart page.

Once you have clicked on the ‘Submit Order’ button, you have made a binding offer for the sale of goods. Your offer at this stage is still subject to our acceptance. In order that we may accept your offer, we obtain an authorisation from your Credit card company for the amount detailed on the order summary page. We are not taking funds from your card at this stage, although the amount available for you to spend will be reduced by the authorisation. This is a normal process with the banks. If your credit card should not give authorisation, your order will not be processed further.

Loulabelles Natural Skincare will email to confirm that the products you have ordered are being shipped to you.

We are deemed to have accepted your offer, and a corresponding contract of sale for the products you have ordered is concluded between you and Loulabelles natural skincare ltd only upon those products being shipped to you, as detailed in the dispatch confirmation e-mail.

**Loulabelles Body Shop online may refuse or be unable to process your order if:**

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- The product you ordered is discontinued or no longer available.
- Your credit card does not give authorisation for the payment of the purchase price
- You do not meet the eligibility to order criteria set out above.
- You want to ship to a freight forwarding company address for example Self Storage, Address Pal and Storage Wizard as they are unable to accept delivery.
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Loulabelles Natural Skincare Ltd will not be liable to you for any loss or damage directly or indirectly resulting from such refusal or inability to process your order.

### **Cancelling the Contract and Returns**

1) Order Cancellation and Returns You are entitled to cancel your order if you change your mind, provided that you exercise your right no longer than 28 days after the day on which you receive the goods or services. This doesn't affect or limit your statutory rights if goods are faulty or not as described.

When returning goods as part of order cancellation, we will refund:

- a. the full purchase price
- b. the delivery charges (the cost for initial delivery to you)

Note: If you choose to cancel your order you will be expected to return the goods in your order to us in the same condition in which you received the goods. This is important for any of Loulabelles natural skincare products that are not suitable for return due to health protection or hygiene.

(cost for returning goods to us) and if you fail to return goods to us we may charge you for the cost incurred in collecting them from you.

You will need to send the goods back to Loulabelles natural skincare within 14 days after the day on which you cancelled your order (we do not need to receive them within 14 days; you just need to have sent them off to us within that time).

### 2) Damaged Or Faulty Products and Incorrect Orders

You may exchange your goods or obtain a full refund if the goods in your order are damaged or faulty upon receipt, or if the goods you have received are not the goods you originally ordered. When returning damaged, faulty or incorrect orders we will refund:

- a. Full Purchase Price
- b. Delivery Charges (the cost for initial delivery to you)
- c. Return Charges (the cost for returning goods to us) upon the production of a receipt.

Alternatively, we will arrange to collect your goods from you at our cost

When exchanging damaged, faulty or incorrect orders we will:

- a. Dispatch replacement items to you free of charge
- b. Refund return charges (the cost for returning goods to us) upon production of a receipt.

Alternatively, we will arrange to collect your goods from you at our cost

We are under a legal duty to supply products that are in conformity with this contract and nothing in these terms will affect your legal rights. The UK Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality, if the products you buy are faulty then you may be entitled to a refund or replacement.

### 3) How To Return Your Goods

You may return goods purchased on Loulabelles Body Shop Online store by contacting the UK Customer Care Center by email, phone or post (details below) or to Loulabelles natural skincare head office. Any goods returned in-store must be accompanied by the Delivery Documentation to enable us to process the return.

The following information will be required when returning your goods:

- a. Confirmation Email containing your Transaction Reference Number
- b. Delivery Documentation containing your Delivery Number, with the following sections completed:
  1. List and description of goods to be returned
  2. Reason given for returning goods

c. If returning goods by post to the UK Online Care Centre please also include:

1. Completed Returns Form

2. Receipts showing any return charges if you are claiming a full refund for damaged, faulty or incorrectly delivered goods (this does not apply for returns by post to the UK Online Care Centre for change of mind). If you are returning the goods by post to the UK Online Care Centre please note:

a. It may take up to 7 days for your parcel to reach us

b. Returned items will be processed within two (2) working days of receipt

c. Reasonable care must be taken when packaging the parcel and returning it so that goods are not damaged in transit

d. You are advised to use a carrier that offers both traceability and insurance to ensure that the returned goodwill arrive back with us to enable us to process the return.

5) How To Contact Us. Our contact details can be found on our contact us page.

6) Liability The Products are supplied for domestic and private use only. Loulabelles Natural Skincare Ltd shall not be liable for any losses relating to any business of yours, for example, lost revenue, income or profits lost data or any interruption to your business. You must follow any instructions we may give you in relation to the safe use or storage of the Products. Subject to applicable law, we will not be responsible for any damage to the Products which is caused by your failure to follow these instructions. There are certain responsibilities that Loulabelles Natural skincare cannot exclude by law and nothing in these Terms and Conditions of Sale limits or attempt to limit our to you:

for death or personal injury resulting from negligence.

Fraud

Any responsibilities that cannot be excluded by the Consumer Rights Act 2015 or the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

### **General**

Loulabelles Natural Skincare Ltd reserves the right to:

Modify or withdraw, temporarily or permanently, Loulabelles Body Shop Online Store (or any part thereof, including product images or concerning the availability of products) with or without notice to you;

Loulabelles Body Shop online shall not be liable to you or any third party for any such modification or withdrawal; and/or

Change the Conditions from time to time, and your continued use of Loulabelles Body Shop Online Store (or any part thereof) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using Loulabelles Body Shop Online Store.

If Loulabelles Body shop online should change these Conditions, your order will be subject to the Terms and Conditions that were in force at the date and time of you placing your order. Copies of the applicable past T&C are available by email [Loulabellesbodycare@gmail.com](mailto:Loulabellesbodycare@gmail.com)

Post-purchase assistance - you may also contact the Customer Care Centre by sending an email to the above email address if you have any queries or concerns regarding your purchase.

The images of the Products on our Website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computer's display of the colours accurately reflects the colour of the Products. Products purchased may vary slightly from images on our Website. The packaging of the Products may vary from that shown on images on our website.