



Skin Elixir Terms & Conditions

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Shipping & Delivery

For UK shipping, your *Skin Elixir* order will arrive almost always within 1-3 working days for products in stock. Your order may on occasion take longer to reach you, if this is the case, we will notify you by email. Thanks for your understanding.

We endeavour to ensure that your order is expedited swiftly and reaches you safely. The weight and quantity of your order will determine which our preferred supplier will ship your order. In the case of individual unit sales it will be *Royal Mail*.

We offer worldwide deliveries, however please be aware that you, the customer, are responsible for meeting any duties / custom-clearance fees that may be related to your orders shipping to addresses outside the *European Union*.

Royal Mail stated shipping-times estimates that products sent to European destinations will arrive within three working days, worldwide within five days from the date of posting. If you require your item to be shipped more quickly or would prefer recorded-delivery, please contact us before placing your order.

In the unlikely event of your order going missing, a replacement will be sent to you. For UK shipments, *Royal Mail* defines a

missing item is one which hasn't arrived within 15 working days, 20 working days for European destinations and 25 working days for the anywhere else in the world from time of posting. Please note - it is your responsibility to inform us of missing items within 2 months from the date of ordering.

Returns & Replacements

Under the *UK Distance Selling* Regulations, there is a 14 calendar-day cooling-off period. Be aware that products returned must be unused, and that the person is responsible for the cost of return.

At *Skin Elixir*, we want you to be completely happy with your purchases, but if in the unlikely event that you are not, then please notify us using the contact form on our website. We will usually respond to you within 24 hours. It is our policy to work with you to ensure your complete satisfaction.

Terms & Conditions of Use

By browsing this website and/or placing an order or contacting me, you agree to these Terms & Conditions, the privacy and returns policy. All sales are subject to applicable UK laws.

Your contract to purchase is not complete until we send you an e-mail notifying you that the items have been dispatched to you.

Skinelixir.com does not seek to offer medical advice or information. Always consult your alternative health care practitioner and or your GP.

You can rest assured that **SKIN ELIXIR** products will be assigned Product Safety Reports (CPSR) to meet the **EU Cosmetic Regulation 1223/2009**.

Please note that any discount coupons issued are non-transferrable and are applied at our discretion.

All text, images and content of this website are copyrighted and protected by law.

Privacy & Security

Skin Elixir respects your privacy. Please be assured that your personal data is safe and protected. Any information you personally provide will not be sold, released or rented to any parties or individuals outside of *Skin Elixir*. Your personal data is safe and is protected. SSL ensures that as a visitor navigated the Skin Elixir website you do so "over a secure 128-bit encrypted connection... All sites are also protected by a DDoS mitigation-service for advanced cyber attack protection".

Inevitably, the skinelixir.com website uses cookies to improve your shopping experience by remembering your preferences, items last viewed helping you to compare items. Cookies in themselves do not contain or store any personal information.

Terms & Conditions for Stockists

All orders are to be placed on a proforma basis (i.e. all payment in advance). Orders are confirmed upon receipt of payment. For Nottingham based retailers, please use the Stockist Order Form available on the website or alternatively ring us on 07585773664 to place your order and make payment.

Please allow from 1 week delivery within the UK, 3 weeks overseas, from confirmation of order.

Minimum order value £112.00 (equivalent to 10 units*) Sterling plus post and packaging weight dependent.

Please note all orders not honoured are liable for 60% payment.

Overseas customers must take full responsibility for carriage arrangements and import/export duties.

Any claims for breakages, damaged goods or shortages must be made verbally within three days of receipt. All evidence for claim must be kept for inspection, the customer assuming responsibility on receipt of goods. Items will not be accepted for return unless prior agreement.

*price based on £11.20 per unit for moisturiser product.

RRP as of November 2016 is £16 per unit of moisturisers and £17 per unit of perfume providing you with a 30% margin. These prices are fixed and as part of the stockist T&C's you agree to commit to these fixed Retail Prices.

Thank you, Skin Elixir