



## **Postage Costs**

For soap and bath products

<b>Order Value (excluding postage)</b>	<b>Postage costs</b>
Up to £5	£4
Up to £10	£3
Up to £15	£2
Up to £20	£1
Above £20	Free

**!! Free delivery in the Corby Area. Please contact me directly via the contact page or email [lisa@spiritbodyandmind.co.uk](mailto:lisa@spiritbodyandmind.co.uk) !!**

**Loving Messages are delivered free.**



This website ([www.spiritbodyandmind.co.uk](http://www.spiritbodyandmind.co.uk)) is a trading name of Spirit, Body and Mind and is designed and managed by Spirit, Body and Mind. In these terms and conditions any reference to “we”, “we’re”, “our”, “ourselves” or “us” refers to The Soap Shop Ltd and in using this website and/or ordering products from us, you are agreeing to abide by our terms and conditions as set out below.

We are a business to consumer supplier.

**Our Address:** For all correspondence 47 Windermere Drive, Corby, Northants, NN18 8ST.

## **1. Privacy & Marketing**

**1.1 Privacy & Cookies** We do not use cookies on our site directly. Any information taken will be via Paypal (our provider for transactions). Their Privacy & Cookies policies can be found on their website.

## **2. Order Management**

**2.1 Order Timescales** We aim to post all orders within 5 working days. This is not always possible and on rare occasions this may extend to 14 days.

**2.1.1 Order Updates** All order updates are sent via email where possible, we will endeavour to update your order status and inform you of delays, however it is extremely normal to only hear from us three times during an order lifecycle, once to supply an order confirmation and secondly to update your order into processing and finally to advise of order dispatch. If you have not heard from us, please don't worry as we are busy working on your order.

**2.2 Ordering** To place an order you must complete your transaction through our secure payment facilities managed by Paypal and that your orders are made by the credit or debit card holder and sent to the address registered with the holder.

**2.3 Order Confirmation** Once your order has been placed and paid for you will receive an e-mail within 12 hours from Paypal confirming payment. We will also provide updates to your order on at least two further occasions. Technology can fail us, albeit rarely, therefore if you have placed an order but you have not had your order confirmation please do let us know.



**2.4 Order Fulfilment** We are human and sometimes we do make genuine mistakes, this may result in an order being delayed, or part of an order not being fulfilled. Whilst we cannot be held liable for this, we will do all we can to rectify any mistakes and will contact you immediately if we realise any errors prior to your order being dispatched. Occasionally something you have ordered maybe unavailable. If this occurs and we have any available replacement products we will do all we can to contact you and offer an alternative product.

**2.4.1 Order Refund.** If we have no alternative products or we are unable to contact you, then our standard process is to issue a refund for all items that form part of your order.

**2.4.2 Product Variance.** Whilst we will always maintain the fragrance and ingredients of our products, it is possible for the colour or design of a product to vary (albeit very slightly) however this is the nature of everything being handmade and we accept no liability for faulty or damaged goods in this instance.

**2.5 Order Amendments** Due to certain system restrictions we are not able to make amendments to your order, therefore if you wish to change your order we request that you call us on +44 (0) 1536 237905 so we can arrange to cancel your order and create a new one.

### **3 Quoted Prices & VAT**

**3.1 Prices** All our prices as stated on our website are in pounds sterling (£), GBP (Great British Pounds) and you will be charged in pounds sterling even if you don't live in the UK. We are not VAT registered so all products will not include a VAT element. All products remain our property until paid for in full.

**3.2 Discounts** We do not offer any discounts on our pricing

**3.3 Manual Payment Processing** If you request manual payment processing your order will be processed via PayPal via sending an email for monies request.

### **4 Cancellations & Returns**

**4.1 Cancellations** All orders placed with us are legally binding, therefore if you do wish to cancel an order, please call us on +44 (0) 1536 237905 to inform us as soon as possible.



**4.1.1 Cancellation Refunds** We reserve the right to impose a reasonable fee for the processing of any refund where a cancellation of an order is made, we will only do this where a charge to process a refund is past to us by our payment provider Paypal Merchant Services. We will inform you at the point you request a cancellation of the fee associated and allow you to make the decision as to whether you wish to continue with the refund or allow the order to be processed under our usual terms and conditions.

**4.2 Returns** Once an order has been dispatched we will only be able to refund you upon receipt of the returned items. If you want to return your order to us it must reach us within 7 working days from the day after the day you received it. Once received we will process your refund within 7 days of receiving your return and cancellation advice. Please note that if you are returning the goods because you have changed your mind then please be aware we will not be able to refund the postage or the cost incurred for returning the goods. We suggest that any items returned, are done so via a tracked service. No responsibility is taken by Spirit, Body and Mind for items lost during the return process.

**4.3 Damages** If your order is received damaged we would ask that you contact us as soon as possible to arrange a refund, replacement or return. Once again we must stipulate that any returns must be sent to us within 7 days. As all orders are insured in the unlikely event of damage occurring for any reason in transit, we can submit the necessary claim with the appropriate incumbent. In order to instigate a claim we will require notification within 48 hours of the delivery this can be via email or phone, we would also require photographic evidence of the damaged products in the packaging they arrived in. There is no need to return the products to us and in most cases we will issue immediate action to reproduce, credit or refund your order, however in some cases we may need to wait until the claim is investigated. As always we will keep you fully informed of the progress.

## **5. Delivery Information**

**5.1 Delivery** Our delivery charges will be shown at point of order placement but are also available as a link from the shop section of our website. Orders will be sent via Hermes or Royal Mail and will be done so using the "Signed For" services. Re-delivery of items due to no one being at the residence to take delivery, will follow the standard terms and conditions of the courier service. Where this becomes a



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chargeable event, we will contact you to discuss prior to incurring costs. Please note any agreed costs incurred will be charged to you, in addition to your original order charges. If you decide at this stage to refuse delivery then we reserve the right to charge



## **6. Liability Confirmation**

**6.1 Liabilities** We shall not be held liable for any costs for the non delivery of orders or goods within a specified timescale, nor for the cost of the return of goods. Therefore, third party liability is not regarded under our liabilities, this includes associated business running costs, such as rent, bills or other costs such as customer refunds.

**6.2 Rights** We reserve the right to update these conditions without prior notice.

**6.3 Changes** We reserve the rights to change or update our product(s) at any time, this may be as simple as a small colour alteration or ingredient update through to an addition or removal of a single product or product line. As our products are handmade freshly to order, some slight variances in colour and design may occur through that process which are outside of our control. We will endeavour to update our website to reflect changes and we will not be held liable for these changes.

## **7. Intellectual Property**

**7.1 Copyright & Trademarks** All Products, Pictorial Designs, Website Text and Background Design, are the express and exclusive property of Spirit, Body and Mind and all are protected by the relevant UK copyright and trademark laws. Trademarks owned by organisation other than Spirit, Body and Mind are governed by those organisations.