

## **Delivery**

We aim to dispatch your order within 24 hours, at busy times this could take up to 3-5 days. If you have not received your order after 7 working days please contact us with your order details via email. If your parcel hasn't been received after 14 days we will send a replacement subject to the following. If the parcel shows as being delivered then we reserve the right to investigate this fully before a decision on a replacement can be made. In the event a missing parcels arrives after a replacement has been sent we ask that it be returned to Unique Touch Aromatics where we will refund your postage and offer a good will gesture on a future order. Please be advised products are only available to UK mainland only. We use recorded royal mail for delivering orders where postage and packaging.

In the event of your order being returned to us ie wrong address at the time of you ordering, you were unable to accept the delivery and it was returned to us we will be unable to resend the order until the repeat postage cost has been paid for. Any returned parcels are done so at the cost to the customer.

## **Product availability**

Products supplied by us are freshly made, we endeavour to keep stock levels current and up to customer demand but at times demand can out strip stock. If we don't have your product in stock we will contact you to arrange an alternative or advise you of a lead time. Multiples of the same product are available at a reasonable amount however if we see more than 4 of one item we may contact you to clarify. Wholesale and commercial orders must not be placed through the web site please contact us directly via email.

## **Pricing**

We aim to keep our products at a fair price, in the event our supplier prices increase we may see it necessary to increase our prices without warning.

## **Returns**

Products supplied by us are fresh, of a high standard and each batch of products are checked and double check at point of sale. In the unlikely event you receive your order and you are unhappy please contact us immediately via email, if items are damaged please support us with providing evidence in the way of pictures. All items are checked and are sent damage free but once they leave us for delivery we cannot govern how they are handled by royal mail. Any item for return must be done within 14 days of delivery date, enclosed must be your order details, contact details and the reason you are returning the item(s). Item(s) returned must be in their original packaging and unused to receive a full refund. Customers return at their own cost unless it is deemed manufacturers fault. If products have been used no refund will be granted. Refusal to supply pictures or return products will result in a refund being refused.

## **Ordering and payments**

We must receive full payment for an order before it can be packaged and dispatched.

## **Data protection**

We take data protection very seriously. We will not pass on your information to any other third party or use it for any other purpose than stated herein. By providing your details on the order form and by placing an order you agree and consent to your details to be used by UTA staff for the purpose of processing, handling and dispatching your order. You agree for the information to be stores securely for the term the data protection act indicated and you agree for your information to be use in the event of returns, complaints and business analysis. You agree to your details being passed to a 3<sup>rd</sup> party in the event of a possible fraudulent purchases or to trace undelivered/returned products. At times we may send advertising literature following an order,

under data protection you have the option to opt out of receiving future literature by contacting us and letting us know your wishes. If you wish to cancel this contract you must do so in writing.

**Quality guaranteed**

This only applies to products sold in the UK. Unique Touch Aromatics ensures products awaiting sale are fit for purpose. They are checked after making them and again before dispatch. Should you receive your goods and you think they are defective you must contact us immediately. We will refund, replace or exchange goods that clearly show manufacturers defect as long as they are returned within 14 days. Also see returns section.

Please see Product information for more information along with Delivery information.