

# Terms and conditions

This website ([www.birgitssoapbar.co.uk](http://www.birgitssoapbar.co.uk)) is operated by Birgit's Soap Bar. Listed below are the terms & conditions that you accept in full when you use this website. If you do not agree with any of these terms and conditions you should not use this website.

## Access to and Use of Our Site

- Access to Our Site is free of charge.
- It is your responsibility to make any and all arrangements necessary in order to access Our Site.
- Access to Our Site is provided "as is" and on an "as available" basis. We may alter, suspend or discontinue Our Site, any product (or any part of it) at any time and without notice. We will not be liable to you in any way if Our Site (or any part of it) is unavailable at any time and for any period.

## Making a purchase

You are responsible to ensure that your order is correct and contains everything you need. The information that you provide must be accurate and relate to you. We are unable to change an order once it has been received or combine shipping on separately placed orders. We reserve the right to cancel any order (and process a refund in full) without prior notice.

## VAT

The pricing on the website is in £ (Pound sterling), no VAT is included in the prices as at this point in time VAT is not chargeable for UK sales. If this changes in the future the website will clearly state how VAT is applied. Vat will be payable on any EU sales, this VAT or any other taxes are the responsibility of the customer to pay.

## Pricing

We reserve the right to change the prices of products as and when necessary and without prior notice. Any price changes would not be applied to products you have already purchased.

## Remittance Terms

Payment is required before an order can be dispatched; orders will not complete through the checkout without payment in full.

## Payment methods

We accept Credit/debit cards or Apple Pay as payment

## Discounts

If you are looking to purchase a large amount of soap, or a regular supply for wholesale purposes please contact us at [birgit@birgitsoapbar.co.uk](mailto:birgit@birgitsoapbar.co.uk) and we can discuss your requirements.

## International Customers

We sell and ship to customers in the UK. We accept orders from, and deliver to, customers outside the UK on request only, subject to specific agreement and acceptance of our quotation for postage and packaging.

**Customs charges:** All customs and duty charges (should they arise) are payable by you, the customer.

## Returns

All customers have the right to cancel their website order within 14 days of ordering. Customers may return the item/s within 28 days and receive a full refund of the cost of those, provided they remain in merchantable condition and are in original packaging. The cost of returning any goods under the above circumstances will be paid by the customer unless the goods were sent in error.

Damaged goods and/or shortages must be advised within 28 days of receipt. Damaged goods will be replaced free of charge if possible, but due to the limited amount of each product replacements may not always be available. In this situation you will be allowed to choose an alternative product of equivalent value or receive a full refund of your purchase, including shipping costs. Any shortages will be shipped as soon as possible at no further cost.

Due to the nature of our products, goods can only be returned if they remain unopened and remain in the same condition as when you received them. Goods which have been damaged whilst in your care will not be refunded. Refunds for unopened goods will be refunded upon receipt of the return.

## **UK Cosmetic regulations**

We can confirm that all products sold by Birgit's Soap Bar are fully compliant with UK cosmetic regulations and all have cosmetic product safety reports.

## **Copyright/Intellectual Property**

All images, text, product descriptions and products are the property of Birgit's Soap Bar. You may not duplicate, use or distribute any of this information without our prior consent.