

## TERMS AND CONDITIONS

We are a natural skincare company and by making an on line purchase you are agreeing to the following.

### PURCHASES

By placing an order on this website you are confirming an eligibility to buy and all details entered are correct.

### PAYMENTS

Purchases can be securely and easily made through Paypal. You do not need a Paypal account to purchase as most major cards accepted.

### DELIVERY

We aim to despatch goods within 1-3 days of receipt of order and will be delivered via Royal Mail. We aim to get your order delivered within 48 hours of despatch but in the unlikely event that this is delayed we cannot be held responsible as it is via a third party that is out with our control. Please give 3 working days before advising of non delivery and we will investigate.

### DAMAGED GOODS

If there are any damages to your order during transit please contact us by email ([info@naturaldermallab.co.uk](mailto:info@naturaldermallab.co.uk)) within 3 working days of receipt. Please also include a photo of the damage to validate your claim.

### RETURNS / ORDER CANCELLATION

We cannot accept returns on opened or used products unless they are faulty. Returns are entirely at our discretion. All of our products are inspected and quality checked before they are despatched. We cannot accept cancellation of any order that has been shipped.