

DEVON SCIENCE

GOODS TERMS OF SERVICE



These are the terms and conditions on which we sell all Goods to you. Your continued use of this website and ordering of Goods confirms your acceptance of these terms.

1) Supply of Goods

1.1 The description of our Goods is as set out in the website, brochures and any other form of advertisement.

1.2 Necessary changes will be made to Goods to ensure they comply with any applicable law or safety requirement

1.3 All Goods which appear on the website are subject to availability.

Payments

1.5 Prices and charges are not subject to VAT.

Shipping/Delivery

1.6 Your order will be processed and delivered without undue delay and in accordance with our shipping policy. Delivery is only made to addresses within the UK.

1.7 Please allow up to 7 working days for delivery following the dispatch of your order.

1.8 If your order has not been received within 7 working days, please contact us at hello@devonscience.co.uk to bring the matter to our attention.

Cancellations, returns and refunds

1.9 All customers have the right to cancel their order under the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations.

1.10 Your right to cancel an order for goods starts the moment you place your order and ends 14 days from the day you receive your goods.

You can withdraw your order, without any reason or liability, by telling us before the item is dispatched.

1.11 Once Goods have been dispatched please notify us via email to exercise your right to cancel the order before the cancellation period has expired and you shall be provided with return details.

1.12 If you are in possession of the goods you are under a duty to retain them and take reasonable care of them. The Goods must be returned in their original, unopened packaging. We will make a deduction from the reimbursement for loss of value of Goods returned, if the loss is as a result of unnecessary handling by you.

1.13 You are responsible for paying the cost of returning Goods, unless we delivered them to you in error or the item is damaged or defective, as soon as possible once you have cancelled the order. Please ensure you retain proof of postage as we cannot accept responsibility for returns lost in the post.

1.14 We reserve the right to make a charge not exceeding our direct costs if you do not return the goods or return them at our expense.

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1.15 Once the Goods have been received and inspected, any sum debited to us will be refunded to you within 48 hours, including the cost of delivery (excluding supplementary delivery to the standard delivery service offered).

1.17 You will lose your right to cancel if you:

- (a) unseal goods that are not suitable for return;
- (b) combine goods with other goods after delivery so that they become inseparable.

Privacy

1.18 We respect your privacy and comply with the General Data Protection Regulations with regard to any personal information supplied by you during the ordering process.

1.19 Where personal data has been supplied in order for us to provide goods to you we will comply with our obligations imposed by the Data Protection Laws, including:

- (a) Before or at the time of collecting personal data we will identify the purpose for which the information is being collected;
- (b) We will only process personal data for the purposes identified;
- (c) We will respect your rights in relation to your personal data;
- (d) We will implement technical and organisational measures to ensure your data is secure.

Excluding Liability

1.20 The supplier does not exclude liability for:

- (a) Any fraudulent act or omission;
- (b) For death or personal injury caused by the negligence or breach of the suppliers legal obligations;

Law and jurisdiction

1.21 These terms and conditions are governed by English law. Any dispute arising in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the Courts of England and Wales.