

# DEVON SCIENCE

## Shop Terms and Conditions 2026



### 1. Introduction

These Terms and Conditions apply to the sale of goods by Devon Science Ltd. By placing an order, you agree to be bound by these Terms.

### 2. Products

- Product descriptions are provided on our website and marketing materials
- We take reasonable care to ensure descriptions are accurate
- Products are subject to availability
- We reserve the right to make changes to products where necessary to comply with legal or safety requirements

### 3. Prices and Payment

- All prices are listed in GBP
- Devon Science Ltd is not VAT registered, so VAT is not charged
- Payment must be made in full at the time of ordering

### 4. Delivery

- We deliver within the UK only
- Orders will be processed without undue delay
- Delivery is typically within **7 working days** from dispatch

If your order has not arrived within this timeframe, please contact us at: [hello@devonscience.co.uk](mailto:hello@devonscience.co.uk)

### 5. Cancellation Rights (Consumer Contracts Regulations)

You have the right to cancel your order:

- From the moment you place your order
- Up to **14 days after receiving your goods**

To cancel:

- Contact us by email before the cancellation period ends

If your order has not yet been dispatched, we will cancel and refund in full.

### 6. Returns

If you cancel after receiving your goods:

- You must return the items within **14 days**
- Items must be **unused and in original, unopened packaging**
- You must take reasonable care of the goods

We may reduce your refund if the value of the goods has been diminished due to unnecessary handling.

### 7. Return Costs

- You are responsible for return postage costs
- We recommend using a tracked service
- We are not responsible for returns lost in transit

Return postage will be refunded **only if goods are faulty or incorrect**

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### 8. Refunds

Once your return is received and inspected:

- You will be notified by email
- A refund will be issued within **14 days**

Refunds will include:

- The cost of the goods
- Standard delivery charges (if applicable)

We do not refund:

- Additional delivery upgrades (e.g. express shipping)

### 9. Faulty or Incorrect Goods

If goods are faulty, damaged, or incorrect:

- Contact us as soon as possible
- We will offer a **replacement or full refund**
- We will cover reasonable return postage costs

### 10. When Cancellation Rights Do Not Apply

You may lose your right to cancel if:

- Goods have been opened and are not suitable for return
- Goods have been mixed with other items and cannot be separated

### 11. Data Protection

We handle personal data in accordance with UK data protection law.

Please refer to our **Data Protection Policy** for full details.

### 12. Liability

Nothing in these Terms excludes or limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation

To the fullest extent permitted by law, Devon Science Ltd is not liable for:

- Indirect or consequential losses

### 13. Governing Law

These Terms are governed by the laws of **England and Wales**, and any disputes will be subject to the jurisdiction of the English courts.