

# **HERBiT Terms of Business**

***By placing an order with us, you are agreeing to these terms & conditions as described below and enter into a legal and binding contract with us.***

All of our products are hand blended in our council approved home kitchen. A copy of our Food Hygiene Certificate is available upon request.

Our herb blends may differ in colour or particle size from time to time, due to the possible variances in raw material stocks. We cannot notify our customers of these changes.

If you are not 100% happy with your purchase, you can return it for a full refund. Provided that the goods have not been used or damaged in any way. We are unable to refund any opened or damaged packets, due to strict food hygiene rules.

## **Cancellation of order and refund policy:**

If you cancel your order within 24 hours of it being received, we will issue a full refund.

If your order is cancelled after 24-hours of it being received, then we are unable to offer you a refund.

If your order has already been despatched, then we cannot cancel or refund.

## **Contacting us- out of hours:**

Our office hours are between 9.00 am and 5.00 pm Monday to Friday, excluding UK bank/Public holiday times.

Outside of these times, we will return any calls or emails on the next business day.

## **Important Information:**

We comply with the UK distance selling regulations:

This regulation applies only to UK-based customers, and not those who live outside the UK.

All UK buyers are fully covered by these regulations with HERBiT

If you change your mind within 7 days of receiving your order, you may return it to us for a full refund, whatever the reason.

The 7-day cooling-off period starts the day that you RECEIVE your HERBiT order, so, even if your order is delayed in the post for 10 days, you will still be able to change your mind in the next 7 days.

Simply email us on [herbitsales@gmail.com](mailto:herbitsales@gmail.com) – requesting a refund.

## **Legal Conditions for a refund:**

- The product must still be in the condition that it was received. Packaging must be undamaged.
- That all goods are returned to us within 7 working days after the notice of cancellation is given to us (your email to us saying that you wish to return the goods to us).

### **Website orders only**

Delivery will be included to all UK mainland addresses for orders above the minimum post-free value of £15.00

For orders below this value, a shipping fee will be added when you checkout.

Overseas order shipping costs can be provided upon request.

If you require delivery overseas, please contact us for pricing.

### **Accuracy of information**

Please ensure that the address details you provide for delivery are accurate.

We cannot be held responsible for delayed delivery, due to inaccurate address details provided to us.

### **Delivery**

Please allow at least 7 working days, from date of dispatch before chasing a delivery.

If after 7 working days you still have not received your delivery, please get in touch on [herbitsales@gmail.com](mailto:herbitsales@gmail.com) with your name and address.

Please check with your local sorting office, that the delivery isn't being held there before contacting us.

We cannot be held responsible for any lost deliveries that have been "left with a neighbour" or "left in a safe place" or anywhere other than through your letterbox or signed for.

### **Payments**

Please be aware that we ONLY accept UK registered credit/debit cards.

All products are exclusive of VAT at the current UK rate.