

Terms & Conditions

By purchasing through this website you agree to be bound by the Terms and Conditions below.

These terms and conditions apply to all transactions entered into with Skinlogic UK Ltd

Definitions:

"Buyer" means the Consumer who buys or agrees to buy Goods on this website from Skinlogic UK Ltd.

"Goods" means all products listed on the order and the order confirmation e-mail

"Consumer" has the meaning given in section 12 Unfair Contract Terms Act 1977

"Special Item" refers to any Goods that are not held in stock by Skinlogic UK Ltd and are ordered and/or manufactured specifically for the Buyer.

"Delivery" means the delivery of the Goods to the delivery address specified on the order.

Risk and Ownership:

The Goods shall be at the Buyer's risk once delivery has taken place. The Buyer must take all reasonable care of the Goods. Should the Goods be returned to Skinlogic UK Ltd having been damaged while in the Buyer's care, the cost of such damage will be recovered from the Buyer through the credit/debit card used to purchase the goods.

Ownership of the Goods will only pass when cleared funds have been received from the Buyer, regardless of whether delivery has taken place.

Limitations of Liability:

Our total liability in regard to the performance of this contract shall be limited to the value of the Goods only.

Skinlogic UK Ltd shall not be liable for any direct, indirect or consequential losses, costs or expenses incurred or any consequential compensation arising out of the performance/or non performance of this contract.

Nothing in these terms and conditions excludes or limits liability for death or personal injury caused by negligence, fraudulent misrepresentation or any other liability which may not otherwise be limited or excluded under applicable law.

All contracts shall be governed by English Law

Any order placed by the Buyer and accepted by Skinlogic UK Ltd is subject to the following terms and conditions unless specified in writing by a Director of Skinlogic UK Ltd.

A confirmation of your order will be sent automatically by e-mail and, unless you are notified to the contrary within 48 hours of this confirmation, the order will be deemed to be accepted by Skinlogic UK Ltd.

Skinlogic UK Ltd retains the right to refuse any order that is subject to an error on its website and will in these circumstances reimburse the Buyer in full.

Fraud Prevention:

Skinlogic UK Ltd retains the right to investigate any order placed on this website that it suspects to be fraudulent; any such order will not be delivered until it is proven that the order is bona fide. Should Skinlogic UK Ltd be unable to prove that an order is bona fide or to contact the Buyer then the monies will be refunded to the original card used to place the order and the order will be cancelled.

For your protection, to ensure that your credit, debit or charge card is not being used fraudulently, we will validate your name, address and other personal information supplied by you during the order process against appropriate third party databases. By accepting these terms and conditions you consent to such checks being made. In performing these checks personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. Please be assured that this is only done to confirm your identity. A credit check is not performed and your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 1998.

Description of goods:

The description of the goods will be as specified within the confirmation e-mail and it is the Buyers responsibility to check that the Goods specified are as the Buyer intended to order.

All sizes where given are approximate and the Buyer should satisfy them self that the goods will fit into the delivery address.

There may be certain items included in the illustration of a product which are not part of the product and are not included in the product description and are not part of the order,

Payment:

Full payment is required at the time the order is placed. Skinlogic UK Ltd will collect the payment from the debit/credit card details supplied with the order.

All Prices and charges on this site are in U.K. pounds. Euro and Dollars will be converted to Sterling on processing of order

Delivery:

Delivery will normally take place within the timescales estimated on the order acknowledgement (and in any case within 45 days), however this is only an estimate and time shall not be the essence of any order. Some products for Northern Ireland, Eire and European destination customers may occasionally take longer due to the logistics of supply

Dispatch and freight charges apply to all orders at the Buyers expense. The prices quoted are ex-warehouse. Where possible the delivery charges will be included into the final order prior to payment. The Seller however cannot accept responsibility for delays in manufacture, delivery and or transport issues.

The Buyer accepts delivery could take up to 45 days on orders ex-warehouse or orders specifically to be manufactured.

All future orders will be subject to these Terms & Conditions even when an agent or employee of the Buyer places such orders.

The Seller will be neither accountable nor liable for the actions of employees or agents of the Buyer.

Some smaller Goods may be delivered by post or courier and certain ranges may be delivered direct from the supplier/manufacturer.

Skinlogic UK Ltd operates a transit warehouse and is therefore unable to hold goods for Buyers. Delivery must be arranged within 5 days of the goods arriving at our distribution warehouse. Skinlogic UK Ltd retains the right to charge storage at £5 per week for Goods that are not delivered within two weeks of receipt into our warehouse (Maximum £50 per order).

Where the Goods cannot be delivered on the day arranged due to the fault of the buyer, Skinlogic UK Ltd retains the right to charge a further fee for "re-delivery" to cover additional costs incurred. This charge will be taken from the debit/credit card used to purchase the Goods.

If Skinlogic UK Ltd has failed to deliver the Goods within 45 days of the order date due to its own neglect (on either stock or special items) and has not provided the client with a substitute or loan product for the inconvenience then the Buyer may either cancel the contract without penalty or Skinlogic UK Ltd will pay £5 for each complete week any item (over £400) is further delayed (Maximum payable £50 per order).

We can deliver to all UK Mainland, Northern Ireland, Eire and most of Europe. Rest of the world deliveries are available on enquiry and shall be subject to the relevant charges.

Delivery is officially to the Goods receiving entrance only but Goods may be taken to the room of choice at the driver's discretion if access is clear.

Certain goods may require some form of assembly and it is the Buyer's responsibility to assemble the Goods.

Delivery will only be made to the delivery address specified on the original order.

Delivery will be deemed to have taken place when the Goods have been delivered to the agreed address (Skinlogic UK Ltd do not need to satisfy themselves that the person accepting delivery at the agreed address is authorised by the Buyer to accept the Goods)

Guarantee/ Warranty:

All Goods carry a warranty against faulty materials and workmanship for a minimum period of twelve months from the date of Invoice. Where there are exceptions to this period of guarantee it will be stated prior to ordering and also on the invoice. All consumables such as glass items, heating elements, light bulbs, electrodes, sponges etc. are specifically excluded. The guarantee form where enclosed must be completed by the Buyer and returned to the Seller (Recorded delivery) within 30 days of delivery of goods to ensure validation of the guarantee. Conditions of this guarantee are for the Buyer to return the products or items to the Seller carriage paid. Repair or replacement will be at the discretion of the Seller.

In all cases the guarantee will expire after 12 months from the date or the guarantee period stated on the ORIGINAL PURCHASE Invoice.

Faulty Goods:

Complaints relating to faulty Goods should be notified in writing within 7 days of the fault becoming apparent and should be addressed to Customer Services Department, Skinlogic UK Ltd, 27 Rydens Way, Woking, Surrey GU22 9DD or by email to [CUSTOMER SERVICES](#)

In the rare event that Goods develop a fault, Skinlogic UK Ltd retains the right to have the Goods repaired or replaced at Skinlogic UK Ltd discretion and any delivery costs associated with the exchange or repair of the faulty Goods will be met by the Buyer.

Where Goods are reported as faulty later than 72 hours after delivery, Skinlogic UK Ltd reserve the right to arrange an independent inspection and if the Goods are found on inspection to not be faulty but the result of fair wear and tear, negligence or wilful damage, Skinlogic UK Ltd retains the right to raise a charge for the inspection to cover the full cost of such an inspection. This charge will be taken from the debit/credit card used to purchase the Goods. The Buyer and Skinlogic UK Ltd shall both agree to be bound by the results/findings of the independent inspector.

Refunds:

Refunds on Goods cancelled prior to delivery will be made as soon as possible following written notification of cancellation and in any case will not exceed a period of 30 days of that written notice. All refunds will be made onto the same card used to make the original purchase.

Refunds on Goods already delivered will take place as soon as possible following the collection, return and inspection of such goods and in any case will not exceed a period of 30 days following that collection/return. The goods must be unopened and in their original packaging and condition for a Full refund to be effected.

Cancellation:

The Buyer may cancel the goods at any time within the cancellation period by giving Skinlogic UK Ltd notice of the cancellation in writing or in another durable medium.

Cancellation period

Stock Items

(Delivery 7 – 14 days)

Cancellation can take place at any time up to seven days following the ordering of the goods and must be made in writing to [CUSTOMER SERVICES](#) prior to shipping. A minimum charge of £5.95 OR 3.5% whichever is the greater will be made for the recovery of costs incurred such as Credit/Debit Card and carriage charges

Special Items

(Delivery 14 – 28 days)

Goods that are not held in stock by Skinlogic® UK Ltd and are ordered and/or manufactured specifically for the Buyer and cannot be cancelled once the order has been accepted by Skinlogic® UK Ltd.

Due to the nature of certain of our supplies, these items are exempt from the statutory cooling off period under the Distance Selling Regulations when they have been unsealed. Therefore, for reasons of health and hygiene any of these supplies that have been unsealed will be deemed to be used and cannot be returned for any reason other than a manufacturing fault.

The Buyer must retain the Goods and take good care of them until they are collected by Skinlogic UK Ltd or their agents.

The Goods must be unused, be in the original packaging and in the original condition and must be returned to Skinlogic UK Ltd at a time requested by Skinlogic UK Ltd. There is a collection charge of £32 for Skinlogic UK Ltd to collect the Goods or the Buyer may return the Goods (at the Buyers cost) to Skinlogic UK Ltd, 27 Rydens Way, Old Woking, Surrey, GU22 9DD in the original packaging and in the original condition. The collection charge will be deducted from the refund value and the original delivery charge is non refundable.

Following collection or return, should Goods be found to be damaged (not in their original condition and packaging), and the Damage is not the result the actions or negligence of Skinlogic UK Ltd will deduct a reasonable amount from the refund to cover such damage. (Such amount to be deducted shall not to exceed the price of the Goods).

Should the buyer unreasonably fail or refuse to make the Goods available to Skinlogic UK Ltd when requested within 21 days then the Goods must be kept and good care taken of them until they are collected or returned.

No refund shall be made until the Goods have been either collected or returned and inspection made as to their condition.

These conditions do not affect your statutory rights.

Skinlogic UK Ltd, 27 Rydens Way, Old Woking Surrey, GU22 9DD. Registered in England 04548828

Addendum:

Special order goods cannot be cancelled such special order goods will be clearly marked as “Special Order”

All equipment is supplied with a Training Manual. The Company accepts no responsibility for untrained or unqualified staff using or misusing equipment supplied by the Seller.

It is the express responsibility of the Buyer to ensure that employees are trained and qualified to use such equipment.

Not adhering to this invalidates the warranty.