



## **Terms and Conditions**

### **TERMS AND CONDITIONS OF SALE**

1. Depending on quantity, on-line orders will be despatched either by 1<sup>st</sup> Class Royal Mail or a recognised delivery service within 2 working days of receipt of the order.
2. Essex Logistics shall not be responsible for any defect in the goods (Arnica Extra) arising from damage in transit, wilful damage, accident, negligence by you or any third party.
3. If the goods (Arnica Extra) supplied to you are in any way defective or you have any other complaint about the goods (Arnica Extra), you should contact Essex Logistics by telephone or notify Essex Logistics by post or email in accordance with the contact details below.

### **RETURNS AND REFUNDS POLICY**

1. The goods (Arnica Extra) must be returned at the purchaser's own expense to the address shown below and must be adequately sealed in the original packaging within 7 working days of receipt of the goods (Arnica Extra). You must take reasonable care to ensure the goods (Arnica Extra) are not damaged whilst in your possession or in transit.
2. Essex Logistics will re-credit you within 30 days of receiving the goods (Arnica Extra) in accordance with 1 above for any sum debited from your credit card for the goods (Arnica Extra).

### **PRIVACY POLICY**

Personal information collected by Essex Logistics is held solely for the purpose of processing orders and may be used for activities associated with these. Essex Logistics does not pass on personal information to third parties, or use the information for any other purpose unless required to do so by law.

Placing an order with Essex Logistics constitutes acceptance of the foregoing.

### **Essex Logistics**

P.O Box 10654  
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