

Terms & Conditions

If you require any further details regarding these terms and conditions, please contact Customer Services who will be happy to clarify any points. Warner Street Practice prides itself on excellent Customer Service. We want your shopping experience to be first class, so if you have any questions regarding any of our products or services, please do not hesitate to contact one of our Customer Services.

1. Definitions

- The Company means Warner Street Practice.
- The Purchaser means any person, firm, company or organisation who is trading with the Company.
- Goods mean the article/s which the Purchaser buys or agrees to buy from the Company.

2. Acceptance

- All orders are accepted subject to these Terms and Conditions of Trade unless otherwise specified and agreed in writing by the Company.
- These Terms and Conditions set out our privacy policy and include the basis of how the Warner Street Practice website can be used.
- The Company reserves the right to cancel orders for items unavailable or sold out and a full refund will be given.
- By placing an order request, you make us an offer to purchase the goods you have selected in accordance with these conditions. We may not accept your order request at our sole discretion.
- When you place an order you will receive an auto reply confirmation email advising your order is being processed. At this point a legally binding Contract will exist. You will subsequently receive a second email giving details of your order and confirmation of dispatch. Please advise if there are any errors in these emails. Title to the goods will pass to you on delivery. If we cannot accept your order because, for example, the goods you have selected are not available or because your payment has not been authorised we will attempt to contact you by e-mail or telephone in an attempt to resolve any issues.
- Whilst we make every effort to supply you with the goods listed on the order confirmation, there may be occasions where we are unable to supply the goods because for example i) they are no longer available, ii) there is a pricing error on the Site. In such circumstances we will contact you to inform you of any issues preventing us from confirming your order request and may suggest alternative goods that you might wish to purchase. If this is not acceptable we will cancel your order in relation to the goods we cannot supply and refund any monies you have paid to us in respect of those goods as soon as reasonably possible. Repayment of such monies will be the extent of our liability.

3. Price & Product Information

- While we make every endeavour to maintain our prices at their present low level, we reserve the right to change our prices without prior notice, (including, in particular, in the event of exchange rate variations).

- Delivery costs are not included in the prices quoted for the goods, but are stated on the Site.
- If there is a pricing error on our site, we are under no obligation to provide the goods to you at the incorrect price (even if we have sent you an order confirmation). However we will endeavour to contact you to inform you of the pricing error so that you can confirm whether you wish to proceed with your order. If you do not wish to proceed, we will cancel your order and return/refund any pre-paid monies as soon as practicable.
- All purchases can be made using PayPal. Alternative payment options are available; please contact Customer Services.
- Warner Street Practice endeavours to ensure the accuracy of all its product descriptions, brand information, ingredients, photographs, colours and prices. The information listed is provided to Warner Street Practice by the manufacturers or authorised brand distributor and we cannot accept any responsibility for omissions or errors in this information. No independent tests are performed by ourselves to verify the accuracy of product claims or ingredient inclusions or omissions.

4. Discount Vouchers & Gifts

- Only one voucher is allowed per order and it must be entered at the checkout page for it to be valid. A voucher or discount code cannot be used if it is not entered at the check-out or after your order has been confirmed.
- These codes are not transferable and may only be used by the person they were issued to, in accordance with their terms and conditions. If Elegantly Organic realises subsequent to the order being placed that you are not entitled to use the code, we reserve the right to refuse its usage and will contact you via email or telephone.
- If the voucher requires a minimum spend, this excludes postage, packaging and the gift wrap service.
- If you have used a discount code or voucher and you subsequently return any item, these discounts or free gifts may no longer be valid. If this is the case, the voucher value will be deducted from your refund, or the free gift must be returned in addition to any other returning product. If the free gift is not returned, its value will be deducted from your refund.

5. Terms of Payment

- When you purchase goods from this Site, payment in full must be made at the time of completing the online ordering process. The Company reserves the right to charge an administration fee for processing dishonoured cheques and/or credit card payments details of which are available upon request and which may be varied. Such fees will be charged to the Purchaser together with any collection costs.
- Single invoices are rendered; an administration charge may be made for any additional copies requested.

6. Dispatch of goods and Delivery

- Warner Street Practice will dispatch your goods by 2nd Class post or carrier to UK based customers. We aim to dispatch goods promptly. Please see the Delivery section for further details.
- The Company will not accept any liability whatsoever for delays caused by events beyond our control whether from carriers or suppliers.
- The Company reserves the right, where payment for goods ordered has been made by cheque, to hold any such order until the Company has received confirmation that the cheque has been cleared and the funds paid to the Company, and at its discretion dispatch the order only after such confirmation, which can take up to 10 working days (excluding weekends).

7. Cancellations & Returns

- You have the legal right to cancel your order within 7 working days of receipt of the goods. If you wish to cancel using this right, you need to inform us in writing/email within 7 working days. You must also take reasonable care of the goods and return them to us. We will not consider that you have taken reasonable care of the goods if they have been used in a way.
- You will be responsible for the cost of returning the goods to us, if you cancel under Distance Selling Regulations.
- For further details on how to return any products, please see the Returns section.

8. Suitability

- No liability is accepted for any damages, injury or illness caused by the misuse of the products. It is the sole responsibility of the Customer to read and adhere to any guidelines or product instructions accompanying the products and to use the products strictly for the purpose they were designed for. We will not be responsible for any allergic reactions caused by the products or any other unforeseen circumstances.

9. Copyrights

- All intellectual property rights (including use of trade marks) shall be solely owned by us. You are permitted only to use material on this website as expressly authorised by us or our licensors. Any unauthorised use of material on this site is strictly prohibited

10. Privacy & Security

- Please make sure that you have read and understood our Privacy Policy which explains how we safeguard any data which you provide to us in order for us to fulfil your online order. By using this Website, you consent to the processing described therein and warrant that all data provided by you is accurate.

11. Claims & Complaints

- Please contact Customer Services with any comments / complaints / claims you may have.

- Claims for shortage(s) or damage must be made in writing/e-mail and received by the Company within 7 days of delivery of the goods. Every effort will be made by the Company to rectify the shortage(s) or damaged goods.

12. Press Articles

- We do not accept any responsibility for any endorsements in any Press articles displayed on the website. Articles have been listed as they were originally written, printed and published by the media. Any incorrect specifications are the responsibility of the original publisher.

13. Changes to legal notices

- We reserve the right to change these terms & conditions from time to time and we encourage you to review them as often as possible. Any changes are effective immediately upon posting to the website.

14. General

- Your use of this website and any purchase by you of any products from Warner Street Practice shall be governed by English law and the parties hereto submit to the exclusive jurisdiction of the English courts.
- You acknowledge and agree that these Terms and Conditions, which include our Privacy Policy, constitute the complete and exclusive agreement between us concerning your use of or purchases on the Site, and supersede all previous Terms & Conditions, representations, undertakings and agreements.