

TERMS & CONDITIONS

1. INTRODUCTION AND ACCESS TO OUR SITE

1.1 You will generally be able to access all areas of this Site without registering your details with us. However, from time to time we may restrict access to some parts of our Site, or our entire Site, to users who have registered with us.

1.2 We may revise these Terms & Conditions at any time by updating this page. You are expected to check this page from time to time to take notice of any changes we make, because they are binding on you. Certain provisions of these Terms & Conditions may be superseded by expressly designated legal notices or terms located on particular pages of this Site. If you do not wish to accept any new Terms & Conditions after we have given notice, you should not continue to use this Site.

1.3 If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our opinion you have failed to comply with any of the provisions of these terms of use.

2. ORDERING FROM US

2.1 You may place an order to purchase a Product advertised for sale on the Site by following the onscreen prompts after clicking on the item you are interested in. You will have an opportunity to check and correct any input errors in your order up until the point at which you submit your order by clicking the “Proceed” button and giving your payment details. Please ensure that you check your order at each stage of the order process.

Please note:

1. We deliver to UK only.
2. Our web site is written in English only.
3. All payments are made in £ GBP.

4. At the point of payment you will be directed to our secure payment server.

2.2 When you place an order with us, you are making an offer to buy goods. We will send you an email to acknowledge that we have received your order giving an order number and a summary of your order. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to us to buy a Product. All orders are subject to acceptance by us. When payment is made with PayPal the money is transferred upon submission of the order, in these circumstances the acceptance of the order is made after stock has been checked and the order is ready for dispatch. The contract between us will only be formed when we send you the Dispatch confirmation email. In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you prior to sending you a Dispatch Confirmation Email.

2.3 We may choose not to accept your order for any reason and we will not be liable to you or to anyone else in those circumstances.

2.4 We may be unable to process your order if:

- (a) the Product you ordered is out of stock or discontinued or,
- (b) there is a problem with authorisation of the payment on your credit card or,
- (c) because of an error in the price on our website as referred to in clause 4.6

If you have made the payment for your products with PayPal we will refund you the amount as soon as possible.

2.5 Your use of our site is governed by our Terms of Website use Policy. Please take the time to read them, as they include important terms which apply to you.

3. PRODUCTS

3.1 The images of the Products on our site are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computers

display the colours accurately to reflect the colour of the Products & therefore your Products may vary slightly from the images you saw.

3.2 The packaging of the Products may vary from that shown on images on our site.

3.3 All products shown are subject to availability. We will inform you by email as soon as possible if the Product is not available and refund when applicable.

3.4 Any promotional offer including but not limited to free gifts are subject to availability while supplies last. In the event a free gift is delivered damaged it is at our sole discretion whether or not a replacement gift is provided or an alternative is offered.

4. PRICING

4.1 We take reasonable care to ensure the prices of Products are correct at the time when the relevant information was entered into our system. The price of any Products will be as quoted on our Site from time to time, except in cases of obvious error.

4.2 These prices include VAT and delivery costs.

4.3 Prices are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a Dispatch Confirmation Email.

4.4 We cannot complete your order until you have paid for it in full. Payment can be made by most major credit/debit cards or PayPal, by completing the relevant details on the Datacash payment page. We only accept cheques or postal orders on orders over £100.

4.5 By using a credit/debit card to pay for your order, you confirm that the card being used is yours. All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your card refuses to authorise payment we will not accept your order and we will not be liable for any delay or non-delivery and we are not obliged to inform you of the reason for the refusal. We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment in accordance with your order.

4.6 Our Site contains a large number of Products and it is always possible that, despite our reasonable efforts, some of the Products listed on our Site may be incorrectly priced. We will rectify any such errors as soon as possible once we become aware of them. If a Products' correct price is different from the price stated on our Site, we will normally, at our discretion, refuse

to accept your order. If such an occasion arrives, we will advise you by email.

5. CANCELLATION AND RETURNS POLICY

If you realise you have made a mistake when ordering, please try to contact us as soon as you can by email on info@glowiiboutique.co.uk (with the word "Cancel" present in the subject line).

If your order has already left our warehouse and you decide to cancel, we will refund your order in full including any postage and packing you may have been charged up to a maximum of our Standard UK Delivery charge. Please ensure you inform us of your intent to cancel within 2 days of receiving your order. We will refund to the original payment method used to place the order and provide you with our returns address so you can return the goods to us at your expense. Please return the goods within 7 days. Please note, we reserve the right to await receipt of the returned goods, before issuing your refund.

Any items that are returned must be done so in their original packaging and must be sent to us in fine condition. If not, we reserve the right to not issue a refund.

For reasons of hygiene & safety, we cannot refund or exchange any grooming products or cosmetics that have been removed from the original wrapping (or show any signs of having been used) unless they are faulty.

Postage is not refundable.

6. FAULTY GOODS

If there is a problem with the goods, please contact us by email on info@glowiiboutique.co.uk

Thank you for visiting our site.