

## **TERMS AND CONDITIONS OF PURCHASE**

These general terms and conditions apply to all commercial transactions carried out in our online shop, Herbal-OnlineUK, hereinafter referred to as The Seller. For more information about The Seller and our Privacy Policy please see the Legal Notice at the bottom of each page of this shop.

Please read these Terms and Conditions of Purchase and our Privacy Policy carefully before placing your order. If you do not agree to all of the Terms and Conditions of Purchase and the Privacy Policy, you should not place an order.

Identification

The Seller is a business unit belonging to Alberto Cano Martinez, holder of NIF 53601105L, domiciled at Plaza guillem agullo 3, escalera 2 pta 20, 46100 Burjassot (Valencia). Any communication may be addressed to the registered office or to the telephone number 618216984 or the e-mail address [info.herbalonlineuk@gmail.com](mailto:info.herbalonlineuk@gmail.com).  
Important

"This merchant undertakes not to allow any transaction that is illegal, or is deemed by the credit card brands or the acquiring bank, that may or has the potential to damage their goodwill or negatively influence them. The following activities are prohibited under the card brands' programmes: the sale or offer of a product or service that is not in full compliance with all laws applicable to the Purchaser, Issuing Bank, Merchant, Cardholder, or Cards:

-Selling medicines".

### **Contents and information provided on the website**

The Seller reserves the right to modify the commercial offer presented on the website (modifications on products, prices, promotions and other commercial and service conditions) at any time. The Seller makes every effort within its means to offer the information contained in the website truthfully and without typographical errors. In the event that at any time an error of this type were to occur, beyond the Seller's control, it would be corrected immediately. If there is a typographical error in any of the prices shown and a client has made a purchase decision based on said error, The Seller will inform the client of said error and the client will have the right to cancel the purchase without any cost on his part.

The contents of the Seller's website may, on occasion, show provisional information about some products. In the event that the information provided does not correspond to the characteristics of the product, the client will have the right to cancel the purchase without any cost on his part.

The Seller is not responsible either directly or indirectly for any of the information, contents, statements and expressions contained in the products marketed by the Seller. Said responsibility falls at all times on the manufacturers or distributors of said products. The customer understands that the Seller is a mere intermediary between him and the said manufacturer or distributor.

Sales system

In order to make a purchase, the user can choose between different ways of placing an order:

- Internet through the "shopping cart".
- Internet through the "off-line order".
- By telephone to the customer service number: 618216984
- By letter to the above address or e-mail [info.herbalonlineuk@gmail.com](mailto:info.herbalonlineuk@gmail.com)

## **Applicable taxes**

The prices of the products displayed on the Seller's web page include the Value Added Tax (VAT) which, where applicable, is applicable.

Purchases to be delivered within the territory of any of the member states of the European Union will be subject to VAT.

Purchases to be delivered to territories of non-European Union member states, or to the Canary Islands, Ceuta or Melilla will be exempt from VAT.

Method of payment

When placing the order, the customer may freely choose to pay for purchases by credit card [SPECIFY TYPES OF PAYMENT CARD]; cash on delivery (only in Spain and some European Union countries) or other similar means. In certain cases and in order to prevent possible fraud, the Seller reserves the possibility of requesting a specific form of payment from a customer in the event that the identity of the buyer is not reliably accredited. The website uses information security techniques generally accepted in the industry, such as firewalls, access control procedures and cryptographic mechanisms, all with the aim of preventing unauthorised access to data. To achieve these purposes, the user/customer agrees that the provider obtains data for the purpose of authentication of access controls. All contracting processes or processes involving the input of personal data (health, ideology,...) shall always be transmitted via secure communication protocol (HTTPS://) in such a way that no third party has access to the information transmitted electronically.

Delivery method, costs and delivery time

The customer may select the delivery method from those available for his delivery area. It should be noted that the delivery times, the quality of service, the delivery point and the cost will be different for each form of transport.

The Seller sends orders to its customers through different express transport companies of recognised national and international prestige. The delivery date at the customer's address depends on the availability of the chosen product and the delivery area. The approximate transport times are available in the section of our website "Shipping Costs". Before confirming your order, the customer will be informed of the approximate shipping costs and transport times that apply to your specific order. However, both may vary depending on the specific circumstances of each order. In particular:

Transport times may be altered by extraordinary incidents at the carrier and by difficulties in the delivery of the goods.

Delivery charges are free of charge for orders of £59.99 and above, orders below this amount will incur a £6 delivery charge.

## **Buyer's rights and return policy**

The Seller guarantees its customers the availability of the products offered on its website.

The Seller guarantees its customers the possibility of cancelling their order at any time and free of charge provided that the cancellation is communicated before the order has been made available to the carrier for shipment.

The client will have a period of thirty days from the reception of the order to terminate the contract and return the purchased product. The client will communicate to the Seller within the stipulated period and by any means permitted by law, his wish to exercise the right to terminate the contract. The returned order must be delivered together with the delivery note and, if applicable, the invoice issued to the Seller, at the Buyer's expense.

The client may return any article that he/she has purchased from the Seller. In these cases, The Seller will return the purchase money by means of a credit to the credit card, by means of a bank transfer to the account indicated by the client or by means of a credit to the client's personal account.

If a product other than the one ordered by the customer is delivered by mistake by the Seller, it will be

withdrawn and the correct product will be delivered at no additional charge to the buyer.

The European Commission provides an online dispute resolution platform, which is available at the following link: <http://ec.europa.eu/consumers/odr/>. Consumers will be able to submit their complaints via the online dispute resolution platform. For any incident related to the return of items from our shop you can contact our Customer Service Department via email: [herbalshopuk1@gmail.com](mailto:herbalshopuk1@gmail.com) or by phone 671645486.

Customer obligations

The client of The Seller undertakes at all times to provide truthful information about the data requested in the user registration forms or when placing an order, and to keep them updated at all times.

The client undertakes to accept all the provisions and conditions included in the present General Contracting Conditions, understanding that they reflect the best possible service will for the type of activity carried out by the Seller.

Likewise, he/she undertakes to keep his/her personal access codes to our web site confidential and with the maximum diligence.

The client undertakes to enable the delivery of the requested order by providing a delivery address to which the requested order can be delivered within the normal delivery timetable (Monday to Friday from 10:00 to 13:30 and from 16:00 to 18:00). In the event of non-compliance by the customer with this obligation, the Seller shall have no liability for the delay or impossibility of delivery of the order requested by the customer.

Applicable legislation and competent jurisdiction

Purchases made with the Seller are subject to the legislation of Spain.

In the event of any conflict or discrepancy, the applicable jurisdiction will be that of the Courts or Tribunals of the buyer.