

MYSELF CARE TERMS AND CONDITIONS

PAYMENT AND DELIVERY POLICY

Items are delivered within 5 working days, Monday to Friday, 7.30am - 6pm. Once your item has left our warehouse, we'll send you an email with tracking information.

The Courier we use for standard delivery is UPS.

The one and only payment is taken the moment the customer purchases the desired product.

REFUND / CANCELLATION POLICY

If you are not satisfied with your purchase for any reason, you may return the item to us in its original packaging with your invoice within 30 days of receipt. We recommend using a trackable delivery service such as Royal Mail Recorded Delivery. We cannot be held responsible for loss or damage to goods whilst they are being returned.

If the product returned is not in fully resaleable condition or the packaging is damaged, we do reserve the right to refuse a refund on the item,

If you are returning items that are damaged, mis-shipped or the result of an error on our part, you will be refunded the total amount of the order and we'll pay the return shipping costs. Items should be returned in their original product packaging.

Refunds will be made to the card that was used in the original purchase or a cheque made payable to the cardholder if the card is no longer valid. In the case of cheque payment a cheque will be issued payable to the original customer. You must follow our instructions for returning goods (see below).

ITEMS THAT ARE NOT RETURNABLE OR EXCHANGEABLE

1. Any item that is not returned within 30 days of shipment.
2. Any item that is not in its original condition, is damaged, or is missing parts for reasons not due to our error.

INSTRUCTIONS FOR RETURNING GOODS

Include the delivery note or a copy of your email invoice with the goods.

Please send the goods in appropriate packaging.

Obtain the Returns Authorisation Number by calling to our customer service number found on our website or by sending an enquiry through the enquiry form.

1. Make sure the items are properly packed to prevent damage in transit. (We cannot be held responsible for loss or damage to goods whilst they are being returned.)
2. Enclose a cover note clearly stating the Returns Authorisation Number and a brief description of the problem.
3. Return the package to Solutions 4 Health Ltd, Unit 1 Thames Court, 2 Richfield Avenue, Reading RG1 8EQ

Once we receive the goods back and have inspected them, we will refund your payment using the same payment type you used to pay for your order.

CONTACT US

Please refer to Section 14 of the Privacy Policy or use the 'Contact Us' section on www.myselfcare.co.uk