

Terms & Conditions

ALL PRODUCTS SOLD ON THIS WEBSITE ARE FOR PROFESSIONAL USE WITHIN A SALON / SPA / BEAUTY ENVIRONMENT. IN PURCHASING THESE PRODUCTS, THE RESPONSIBILITY FOR CORRECT USEAGE LIES WITH THE BUYER THEMSELVES. DENISE TAYLOR PROFESSIONAL NAILS ACCEPTS NO RESPONSIBILITY FOR MISUSE OR INCORRECT USE DUE TO INSUFFICIENT TRAINING OR PRODUCT KNOWLEDGE.

Definitions

In these terms and conditions "the seller" or the "company" means Denise Taylor Professional Nails, www.dtpronail.com, or any subsidiary or associated company. The "buyer" means the purchaser of goods from the seller under these terms and conditions.

Prices

Prices are listed in £ Sterling and are subject to the addition of VAT at the standard rate, currently 20%. Whilst every effort will be made to maintain our prices, we reserve the right to amend prices without notice.

Minimum Order Value

We will be happy to accept orders with no minimum order value but a small carriage charge will be applied.

Territories

We ship within the UK only. All enquiries for Europe should be addressed to sales@dtpronails.com where we aim to assist.

Delivery Time

Whilst we cannot guarantee, we do aim to despatch to the UK mainland within 1-2 working days of receiving your order (weekends and bank holidays are classed as non-working days).

Parcels will be sent by our nominated carrier service, standard service with a normal 2-3 working days delivery (weekends and bank holidays are classed as non-working days). However dates cannot be guaranteed as delays may be due to circumstances beyond our control.

Any order re-shipped due to being refused or undeliverable the first time, may be additionally charged due to additional transportation costs.

Delivery Charges - UK

- All orders with a net value of £50 or over will be sent carriage free (UK mainland only), the net value not being inclusive of VAT.
- Orders with a net value below £50 will be charged £7.00 carriage + VAT (UK mainland only)
- Northern Ireland 2-3 day delivery £20 per parcel
- Scottish Highlands & Islands Zone D 3 day delivery £20.00 per parcel
- Channel Islands 3 day delivery £20.00 per parcel

Buyer will be charged one delivery cost per shipping address.

Special Delivery

Should you require a special delivery i.e. Guaranteed Next Day / Weekend / Weekday Evenings, please ring and ask our sales team for details.

Receiving Parcels

Please check the following steps when receiving parcels from our courier service

- Always check the number of parcels you are signing for.
- Should the parcel look damaged, sign for it as damaged.
- Check the goods off against the delivery note.

Payment

Dispatch of your order will be made once payment has been received and, if necessary, cleared.

We accept all major credit / debit cards, bank transfers, Paypal and Cash.

Your credit/debit card will be charged upon the placement of your order.

Cancellation

We will accept written cancellation of your order within 24 hours of receipt of order, assuming the parcel has not already been despatched. After this point, cancellation will not be accepted.

Amendments to Order

Alterations to orders must be made in writing prior to the expiration of the 24 hour cancellation period. If you wish to add to your order, we will endeavour to do so prior to despatch, however in some cases this may not be possible and therefore delivery charges may apply.

Items out of Stock

Should an item be out of stock we will inform you, and agree to cancel that item from the order and refund if payment has been processed, or place the item on a back order to despatch when back in stock.

Claims for Damage/Faulty/Shortages

Claims for damaged or missing goods cannot be accepted unless the Company is advised within 48 hours of receipt of goods.

The Company must be informed in writing within 7 days of date of invoice in the case of loss of the whole parcel.

In the unfortunate event that an item be faulty in any way, please ring to discuss. Arrangements will then be made for replacement or refund. Our aim would be to get a replacement to you within the next working days, subject to stock availability. If an item is to be refunded, we shall require the return of the product, for which carriage will be paid, the refund will then be processed with 10 working days of receipt back to our warehouse.

The Company will not entertain claims made outside the stated time limits.

Returned Goods

Goods which have been ordered in error or are not as expected, the Company may agree to accept their return on the following conditions:

- A returns request must be made to the Company within 7 days of receipt of goods, a reference will be given which must be clearly stated on return documentation.
- Returned goods must be in original condition and packaging - your statutory rights are not affected.
- Refunds will be subject to a 10% handling charge on the product price + VAT. Carriage will not be refunded.
- Goods which are given free as part of a promotion / offer are not exchangeable or refundable, unless the full offer is returned, subject to normal conditions.
- The buyer is responsible for returning the goods to the seller, and for proof of delivery. Goods to be returned at the buyers expense.
- The refund will be processed upon the receipt of the returned goods.

Returns Address

Denise Taylor Professional Nails. 39-41 Old Milton Road, New Milton, Hampshire. RG25 6DJ. UK

Electrical Items

The Company guarantees all products against mechanical and electrical manufacturing defects for 6 months from the date of purchase.

During this guarantee period, the Company will repair or replace (at the Company discretion) the product or its defective parts subject to the terms and conditions.

This guarantee does not cover:

- Periodic maintenance, the repair or replacement of parts due to wear and tear.
- Consumables (components that are expected to require periodic replacement during the lifetime of a lamp such as batteries, starters, bulbs, ballasts, etc).
- Damage or defects caused by use or treatment of the product inconsistent with normal use.

Advertising

All images belong to the owner, Denise Taylor Professional Nails, who has exclusive rights to visuals and reserves the rights to refuse the use of our visuals at any given time.

Retention of Title

Property in goods sold shall not pass to the Buyer until the Buyer has made payment in full to the Company of the invoice price for the goods. Until the properties of the goods have passed to the Buyer, the Company may recover the possession of such goods from the Buyer.