

FAQ'S

GENERAL QUESTIONS:

WHY DID YOU CHOOSE LIVE WELL AS YOUR COMPANY NAME?

We believe everyone can live well and better by choosing soaps and skincare that are 100% pure, vegan and natural. We strive to offer only proven vegan, cruelty-free and organic skincare and are passionate about sustainability, eco packaging and zero waste.

WHAT ARE YOUR BUSINESS HOURS?

We are in our Salisbury shop from 09.00-11.30am & 4.00-6.00pm Monday to Friday & Saturday 9.00-11.30am.

We are online: 9.00-11.30am & 4.00-6.00pm Monday to Friday & Saturday 9.00-11.30am

HOW LONG DOES IT TAKE TO RECEIVE MY ORDER?

Before you complete your purchase, you can choose either First, or Second-Class postage at our check-out page. First-class should reach you within three business days and Second Class within 3-5 business days. We currently do not offer a Next Day Special Delivery Service.

WHAT IF MY ORDER ARRIVES DAMAGED

We hope that you love your order from Live Well. However, we understand that you may occasionally wish to return an item.

We will accept your returned item, within 14 days from delivery. Please see our full returns/refunds & cancellation policy, in our Terms & Conditions at the bottom of our web Home Page.

HOW DO I SUBSCRIBE TO RECEIVE YOUR NEWS AND OFFERS?

We love to hear your feedback! You can sign up to receive news and notice of our special offers by completing the subscribers form at the bottom of our home page.

ARE MY DETAILS SAFE?

We are committed to safeguarding your details and the privacy of our website visitors and take all technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We are GDPR compliant.

We store personal information that you provide on our secure password and firewall-protected servers. All electronic transactions you make to or receive from us will be encrypted using SSL technology.

Please visit our Privacy Policy.

PRODUCT QUESTIONS:

IS YOUR SOAP AND SKINCARE VEGAN-ORGANIC?

Yes, our luxury soap collection is vegan-natural (no synthetic fragrances or ingredients), and our skincare range is organic-vegan. Both our suppliers have certification to prove the authenticity of their soap and skincare ingredients, and our skincare supplier is GMP certified.

ARE YOU LICENSED AND INSURED?

Yes. All cosmetic and skincare sold in the UK must be registered/licenced with the Cosmetic Products Notification Portal (CPNP). This system was created for the implementation of Regulation (EC) No 1223/2009 of the European Parliament and the Council on cosmetic products.

Live Well is registered with the CPNP and insured.

SHOULD I PATCH TEST BEFORE USING YOUR PRODUCTS?

Certain essential oils used to fragrance soaps and skincare can cause an allergic reaction to some users. With new skincare, it is sensible to do a **patch test** first. **Live Well** are not responsible for any individual reaction to any particular ingredient.

Every product description on our website includes a complete list of ingredients, and each product carries a full INCA naming standards label.

If you experience skin irritation or have an allergic reaction to any ingredient in our products, please discontinue using.

Even natural ingredients may cause sensitivities. Each person is different, and we cannot guarantee you will not get a reaction or irritation.

WHAT IS THE SHELF LIFE OF LIVE WELL PRODUCTS?

For skincare products with a screw-top lid, the shelf life is six months from opening.

For pump-action creams and bottles with dropper applicators, the shelf life is 12 months from opening.

For our luxury body crème and skin balms, the shelf life is 12 months from opening.

Soap bars would have an 18- month shelf life if left wrapped. All cosmetic and skincare products should be stored in a cool, dry place and out of direct sunlight.

ARE YOUR PRODUCTS TESTED ON ANIMALS?

Many compassionate shoppers are unwittingly buying from brands owned by other, more prominent, companies that do sell animal-tested products!

Our two suppliers only produce Vegan and Cruelty-Free products. At Live Well, we do not advocate the use of animals for the testing of any product.

CAN YOUR PACKAGING BE SAFELY RECYCLED?

Yes, all our cardboard packaging is completely recyclable or compostable. We use a variety of glass and PET plastic containers. PET plastic is 100% recyclable and can then be recycled again to produce other beauty product containers.

For safety reasons, we don't advocate using glass containers for all our products as beauty products are, in the main used and stored in bathrooms where surfaces can become wet and slippery.

WHAT IF I HAVE A NUT ALLERGY?

Some Live Well products **contain nut oils**; our labels list all ingredients.

Some products contain Apricot kernel oil, Shea nut butter (Shea is a fruit and not strictly considered a nut) and Coconut oil, where fats from nuts are present in a moisturiser.