



LIVE WELL - CUSTOMER SERVICE POLICY

INFORMATION ABOUT OUR PRODUCTS

We welcome enquiries from you by phone or by email and will be very happy to give you further information before you purchase. We can also make up a gift set of our website products chosen by you.

We are available to take phone calls during our business hours of 9.00-5.30 Monday to Saturday and respond quickly to email enquiries. You can also chat with us via our website or Facebook.

PLACING YOUR ORDER

Once you have placed an order via our website, we take immediate action by sending you an acknowledgement by email within the hours of 9.00 am – 5.30 pm Monday to Saturday.

We will carefully wrap your order and ship out to you by Royal Mail (UK). Second class parcels should reach you within 3-5 business days and First class 1-3 business days.

If we are offering FREE postage, a notice will appear on each of our website pages and at the checkout.

Please note that due to the Covid-19 pandemic, Royal Mail and other couriers/shipping companies have experienced some delays.

MAKING A PAYMENT

You can make a payment using any of the **major debit and credit cards**. We are committed to safeguarding the privacy of our website visitors. Please refer our **Privacy Policy** which sets out how we will treat your personal information. Further information on making a secure payment is in our **Terms & Conditions**.

FOR PURCHASES MADE IN STORE, WE HAVE A CARD READER TERMINAL. We are PCI compliant:

Payment Card Industry Data Security Standard

A DEFINITION OF PCI COMPLIANCE

The Payment Card Industry Data Security Standard (**PCI DSS**) is a set of **requirements** intended to ensure that all companies that process, store, or transmit credit card information maintain a secure environment.

CANCELLATION/REFUNDS & RETURNS

We hope that you are delighted with your order from Live Well. However, we understand that you may occasionally wish to return an item/order if you change your mind, or if you find an item which is not as you expect or is faulty.

You can return any item if you are not satisfied **PROVIDING** that it is **UNUSED**, in its **ORIGINAL WRAPPING** and a re-saleable condition.

PLEASE NOTE: Due to the nature of our products and hygiene considerations we can only accept returns on unopened and unused soaps, skincare products, accessories and gift boxes. Goods that arrive with us in an un-saleable condition may be subject to a reduction in the refund value.

PLEASE SEE OUR TERMS & CONDITIONS FOR FULL INSTRUCTIONS REGARDING REFUNDS & RETURNS.

COMPLAINTS

We want your experience of buying from us to be enjoyable and stress-free. If there is anything you are unhappy or dissatisfied with, please get in touch. We aim to do our utmost to solve any problems and to reach a mutually positive solution as quickly as possible.

Policy updated 22 February 2021