

# Returns policy

## 1. Introduction

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 This policy shall apply to all of our customers, irrespective of their geographical location.
- 1.4 This policy shall apply to all orders submitted through our website.
- 1.5 This document does not affect any statutory rights you may have as a consumer such as rights under the Consumer Contracts (Sale of Goods and Supply of Services Act, 1908.) and Information on Goods, Services and Prices( Consumer Protection Act 2007)

## 2. Returns

- 2.1 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:
  - (a) we receive the returned product within 30 days following the date of dispatch of the product to you;
  - (b) the returned product is unused, in its original unopened packaging with any seal or shrink-wrap intact, with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
  - (c) you comply with the procedure set out in this policy in relation to the return of the product; and
  - (d) none of the exclusions set out in this policy apply.

## 3. Returns procedure

- 3.1 In order to take advantage of your rights under this policy, you must [contact us to obtain a return authorisation number, and then send the product to us with a covering note quoting that number].
- 3.2 Products returned under this policy must be [sent by Royal Mail Signed For delivery] to [*postal address*].
- 3.3 [You will be responsible for paying postage costs associated with returns under this policy.] OR [We will pay the costs associated with the return of products in accordance with this policy.]

## 4. Refunds

- 4.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy.
- 4.2 We will refund to you the original delivery charges relating to the returned product.
- 4.3 We will not refund to you any costs you incur in returning the product to us.
- 4.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.
- 4.5 We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.

## **5. Improper returns**

- 5.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:
  - (a) we will not refund the purchase price or exchange the product;
  - (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
  - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

## **6. Our details**

- 6.1 This website is owned and operated by *AC BEAUTY LIMITED*
- 6.2 Our principal place of business is at *13 Lochán, Castlegar, Galway.*
- 6.3 You can contact us:
  - (a) by post, using the postal address given above;
  - (b) using our website contact form;
  - (c) by telephone on +353 899679410 or on the contact number published on our website from time to time; or
  - (d) by email at [info@swisscolor.ie](mailto:info@swisscolor.ie)