

## Terms of Purchase

### Uncouth Terms of purchase

These terms of purchase (referred to as the “**Terms**”) apply to your individual purchases of products from Uncouth Ltd. Please read these Terms carefully.

If you have any questions about these Terms or any aspect of the Uncouth Products, please contact us by email at [enquiries@uncouthskincare.co.uk](mailto:enquiries@uncouthskincare.co.uk).

We are Uncouth Ltd (registered company number: 13804698) of 1 Northfield Road, Dewsbury, West Yorkshire, United Kingdom, WF13 2JX.

### Order for Uncouth Products

The description of the Uncouth Products will be as shown on our website at the time you place your order.

Uncouth Products are subject to availability. If, for any reason beyond our reasonable control, we are unable to supply a particular item, we will inform you as soon as possible, and refund you for any amounts that you have already paid.

### Prices and Payment

All prices we state include all applicable taxes, where appropriate. We take all reasonable care to ensure that the prices advertised are correct.

If, by mistake, we have mis-priced an item, we will not be liable to supply that item to you at the stated price. In the event of an error with any order, we will contact you as soon as possible and allow you to cancel your order. If you cancel the order, we will refund you any amounts already paid.

You may be required to pay a delivery charge as stated on our website.

We reserve the right to increase the price of our products and services. If we increase the price of our service, we may choose not to increase the price you pay. If your payment is lower than the advertised price on our website, we may refer to the price you pay as a ‘loyalty price’ or equivalent. If you unsubscribe or have any break in your subscription, you will lose this loyalty pricing and your price will revert to the current advertised price.

If an attempt to charge your payment card fails, we may remove one or more items from your basket and reattempt payment.

You confirm that the payment method being used belongs to you or is being used with appropriate authorisation from the owner.

All payments are subject to the approval of the issuer, and we will not be responsible if the payment fails verification or if the issuer refuses to accept or honour the payment for any reason. We may also report any suspicious transactions to the relevant authorities. We may decline to accept or take any payment without giving any reason. Please note that it can take 2 to 3 days (excluding weekends and bank holidays) to process your payment. Issues with your chosen payment method may result in delays to delivery of Uncouth Products.

### Cancellation rights

As our products are prescribed specifically for you and prepared to order, we’re unable to offer refunds on prescription items, even if a product is not tolerated or proves to be ineffective.

However, your safety and satisfaction are important to us. If you experience any issues with your treatment, please get in touch with our clinical team. We’re here to support you and can advise on alternative options where appropriate.

You are not able to cancel a contract where sealed goods have become unsealed after they have been delivered to you and are not suitable for return due to health protection or hygiene reasons.

## **Our liability**

Nothing in these Terms shall operate to exclude or limit our liability (if any) for:

- death or personal injury caused by our negligence;
- fraud;
- fraudulent misrepresentation; or
- any matter which it would be illegal for us to exclude or attempt to exclude our liability.

The Uncouth Products are provided on an “as is” and “as available” basis, and are only suitable for use as non-medical cosmetic products. We make no representation or warranty, express or implied, regarding the Uncouth Products, or any information or advice given to you. To the maximum extent permitted by law, we disclaim all such representations or warranties.

We are only liable to you for losses which you suffer as a direct result of our breach of these Terms and which are reasonably foreseeable. Unless otherwise required by applicable law, our liability to you for any claim arising from the subject matter of these Terms and the use of any Uncouth Products shall be limited to the amounts paid to us by you in relation to the Uncouth Products in question.

### **Other terms**

We may make changes to these Terms from time to time.

You may not assign any of your rights or obligations under these Terms to any third party. You understand that we may assign or license our rights and obligations under these Terms to any third party at our sole discretion.

No delay in enforcing any right arising under these Terms shall be construed as a waiver of such right.

These Terms and any disputes arising under them shall be governed by English law, and subject to the exclusive jurisdiction of the courts of England.