



# Look Good Feel Better Goodie Bags Terms & Conditions

## PRODUCTS & QUANTITIES

- By purchasing our goodie bags you understand that the products included have been donated to Look Good Feel Better (which is also referred to here as 'we', 'us' and 'our') by our corporate and brand partners for the purpose of raising funds.
- The products purchased on this site are for private and domestic use only and are not for re-sale.
- Look Good Feel Better does not endorse these products/ brands and we would encourage you to seek the advice of professionals should you be unsure about any of the products included and/ or the ingredients.
- By purchasing our goodie bags you accept responsibility to check with a professional before using any products that may interfere with drugs or medical conditions.
- By purchasing our goodie bags you accept that the products contained are not manufactured or produced by Look Good Feel Better and therefore we accept no responsibility for the condition, use or reaction of the products.
- By purchasing our goodie bags you recognise and accept the fact that some ingredients, may cause sensitivity in susceptible individuals and that Look Good Feel Better will not be held responsible for such occurrences.
- Look Good Feel Better accepts no responsibility for incorrect use of information or products.
- Although we endeavour to ensure that the information on our website is accurate and reliable, there may be instances where descriptions or products may contain pricing errors, typos and other errors which we may correct without liability.
- By purchasing our goodie bags you understand that not all bags contain the same products and therefore if you order multiple bags they may not all be the same. We endeavour to ensure everyone receives a minimum number of products per bag but this is not guaranteed.



- We also reserve the right to cap quantities purchased by customers and to amend, suspend, or terminate a promotion at any time due to inventory, shortages, or user breach - including after an order has been placed/processed.
- Actual colours/shades may vary from the colour on your screen due to monitor colour restrictions, therefore colour finishes displayed online are intended as a guide only.

## **DELIVERY & RETURNS**

- Your order should be delivered within roughly 7 working days from placing your order. You acknowledge that occasionally, due to problems that are beyond our control e.g.holidays, late delivery of stock/weather conditions, it is possible that orders may be delivered later than 7 working days after placing your order.
- If for any reason you're unhappy with your purchase, you can return it to us (unopened, with all seals and original packaging intact) within 30 days of purchase for a refund.
- To return an item, please send us an email at [hello@lgfb.co.uk](mailto:hello@lgfb.co.uk) stating your full name, order number, reason for return and if you'd like a replacement or refund. Once we receive your request we will confirm whether you can return the item and provide you with return instructions.
- Please return products in all the original packaging with your order details, with 'RETURN' clearly marked on the outer box.
- The customer is responsible for return delivery charges and we recommend you return items via insured, registered or recorded delivery.
- It is essential you provide us with evidence of having sent the products back to us. We require a copy of the proof of postage receipt to receive a refund/replacement.



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## **LOST OR STOLEN ITEMS**

By placing an order with Look Good Feel Better, you accept that:

- Our nominated mailing house will deliver your parcel to your chosen address via Royal Mail
- Royal Mail will attempt to deliver your parcel directly, or leave it in a safe place such as a porch, outhouse, garden or neighbour (this is not an exhaustive list)
- Royal Mail may leave a notification that delivery was attempted, so that you can arrange a redelivery if applicable.
- Look Good Feel Better accepts no liability, unless outlined, for lost or stolen goods.
- It is your responsibility to nominate a safe address for delivery and where multiple requests are made regarding lost or stolen items, Look Good Feel Better reserves the right to reject any further claims.
- You have 30 days after the date of delivery as detailed in Royal Mail's tracking system to dispute your order or to report to us any lost or stolen items.

## **COMPLAINTS PROCESS**

We hope that you're pleased with any purchase you've made and your experience with Look Good Feel Better. However, if there's something you're not happy with, please get in touch with us so that we can try to resolve the matter by emailing us at [hello@lgfb.co.uk](mailto:hello@lgfb.co.uk) or call 01372 747500.

**BY ORDERING GOODIE BAGS FROM OUR WEBSITE YOU CONFIRM YOU HAVE READ AND AGREED TO THESE TERMS.**