FINISHING Deliveries Terms & Conditions

Mainland UK

Opening hours are 9am – 5.00pm Monday to Friday.

Free UK Delivery on orders over £200 before VAT.

Orders must be placed before 3.30 pm to be eligible for next working day delivery via DPD.

Orders placed after 3.30pm on a Friday will not be dispatched until Monday. (Expect Bank Holidays)

Weekday Delivery Options

DPD next working day service between the hours of 8am – 6pm :- £6.95

DPD next working day service Before 12pm:- £8.95

DPD next working day service Before 10.30am:- £15.00

Saturday Delivery Options

DPD next day service, delivery time not specified:- £17.50 PLEASE NOTE

DPD do not guarantee next day delivery, therefore occasionally, due to circumstances beyond our control, orders can take slightly longer to arrive.

We are unable to accept responsibility for such situations and lost working time, therefore, we recommend you allow at least 3 working days for delivery to ensure your goods arrive well in advance of any client appointments.

Offshore Options (Northern Ireland, Channel Islands, Isle of man, Isle of Wight, Scottish Highlands and Scilly Isles)

DPD 2 day service, delivery time not specified:- £15.00

DPD do not guarantee 2-day delivery, therefore occasionally, due to circumstances beyond our control, orders can take slightly longer to arrive.

We are unable to accept responsibility for such situations and lost working time, therefore, we recommend you allow at least 3 working days for delivery to ensure your goods arrive well in advance of any client appointments.

FINISHING TOUCHES Deliveries Terms & Conditions

Royal Mail

Orders must be placed before 3.30 pm 48 Tracked service:- £3.99

Royal Mail do not guarantee this service, therefore occasionally, due to circumstances beyond our control orders can take longer to arrive, we would allow 3 – 5 working days for delivery.

PLEASE NOTE

We are unable to accept responsibility for such situations and lost working time, therefore, we recommend you allow at least 3 -5 working days for delivery to ensure your goods arrive well in advance of any client appointments.

Finishing Touches are not able to take responsibility for delivery times, damage or loss of goods in transit.

Oversea Deliveries (Europe, Southern Ireland & Worldwide)

DHL is our preferred courier for this service.

Tracked Service:- £60.00

Deliveries usually arrive within 3-5 working days, however, DHL do not guarantee this, therefore occasionally, due to circumstances beyond our control, orders can take slightly longer to arrive.

We are unable to accept responsibility for such situations and lost working time, therefore, we recommend you allow at least 5 working days for delivery to ensure your goods arrive well in advance of any client appointments. If you have wish to discuss delivery options further, please email info@finishingtouchesgroup.com

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Duty / Custom Tax Payment

Products delivered to some destinations outside the UK Will be subject to taxes, fees, levies or other charges which are imposed by local legislation.

The recipient of the product is responsible for these fees and payment is due once your order has been received into your designated country.

Failure to pay these fees will result in your order being returned to us where Finishing Touches Group will incur a fee, this fee will be charged back to the recipient.

All shipping charges are non-refundable

By placing an order you are agreeing to this as a main term and condition.

Proof of Delivery

Any DPD request must be notified to us within 48 hours of scheduled delivery.

Any Royal Mail request must be notified to us within 7 days of the order date.

Any request for investigation for shortages or damaged items must be notified to us within 48 hours of receipt of goods Please email products@finishingtouchesgroup.com.

Please email for credit or replacements for shortages or damage in transit must be notified to us within 3 days of receipt of goods, or, in the case of non-delivery, within 10 days of the order date. Please email products@finishingtouchesgroup.com.

Our Satisfaction Guarantee

In the unlikely event that your order arrives damaged, please email us at info@finishingtouchesgroup.com immediately so that we can arrange an exchange at your convenience.

FINISHING TOUCHES Deliveries Terms & Conditions

Returns

Most of our products are sterile, for use in a cosmetic setting. Any returns must be unused and returned to us in a saleable condition, in the original packaging with all safety seals intact. You must return items within 14 days of receipt to the address below where we will gladly offer you a refund, exchange or credit note. All pigments are nonreturnable and non-refundable unless the bottle seal is uncompromised.

PLEASE NOTE WE CANNOT OFFER A REFUND VIA CHEQUE. Please wrap the items securely and use insured registered delivery, keeping the receipt in case of damage in transit. Finishing Touches cannot accept liability for goods lost or damaged in transport. Please include the original delivery note so we can identify the returned items. Return to:

Finishing Touches Portfolio 6 Bridge Road Business Park Haywards Heath West Sussex RH16 1TX

All overseas orders will be refunded in sterling. Finishing Touches cannot be held responsible for any fluctuations in exchange rates and consequent loss of currency as a result.

FINISHING TOUCHES

Thank you for choosing Finishing Touches to deliver your micropigmentation product supplies.

As a UK-based company, you have not been charged taxes by us, on your order at the point of sale. This element will be collected as a duty or import tax on arrival into your destination country. It is your responsibility to ensure that the duty value is paid to the import company prior to releasing your goods.

Failure to either pay the duty tax or supply any requested information from customs will result in your order being returned back to us in the UK. This will involve a charge to us, which will be passed on to you. If you require your order to be resent, you will need to pay the return fee and the new shipping charges. Please note; this value will be taken in advance of any goods being shipped. Therefore please follow the following protocol in order to ensure smooth and speedy delivery.

Please note our preferred European courier is DHL. Should you have a courier or choice, please advice on your initial contact.

Our protocol is:

Step 1 - You are required to provide us with your company EORI number. We add this information to your shipping manifest, this will help to speed up the process. Please note that if you are ordering as an individual you are not required to provide this information.

Step 2 - You will need to pay the tax or duties on arrival into your destination country. DHL will contact you directly to let you know the value and how to make the payment. Until this transaction is completed your goods will be held. This part of the process is your responsibility and is beyond our control.

Step 3 - You may be asked by DHL to supply further documentation. From our experience (this is often certification or information relating to your business operations.)

Step 4 - DHL will release your goods to be delivered.

Please note: Steps 2 & 3 are your responsibility. Failure to do so will result in the goods being sent back to us and incur inconvenience and disappointment.

If you have any queries regarding this process - please do not hesitate to contact us on +44 1444 414744 or email info@finishingtouchesgroup.com