

Naturally Balmy Safety Assessment Terms & Conditions

Recipe Guidance

Once your recipes are submitted to us, we can let you know what is or isn't suitable to use, and in some cases suggest an alternative ingredient, but we regret we can't offer general recipe advice.

Quotes

In some cases, where your recipes don't fit into the standard package formula available to purchase on the website, we require you to send us your recipes so we can pass them onto the assessor for a quote. This may take several days. If they do fit into the package formula, we require you to purchase the assessment first before checking your recipes. However, we can refund you if in the unlikely event your recipes are fundamentally uncompliant. See below for more on refunds.

Refund Policy

We are only able to refund your assessment if we haven't begun work with you on it already, i.e. given any recipe guidance or similar. Once you have paid and submitted your recipes, we can't usually offer you a refund unless we confirm that no work has been done on them. Once work has begun, whether it's working with you to tweak your recipes or similar, we can't usually refund you unless your recipe is deemed unsuitable and you are unable to come up with an alternative recipe. In this case, we do not expect you to pay for an assessment we are unable to do.

If we haven't worked with you at all on your recipes and your assessment is under 30 days old, you can usually get a refund. If it is after 30 days and we haven't begun any work on it, in some cases we can still do at least a partial refund, please ask if in doubt. We are perfectly happy to put your assessment on hold if that is what you wish, and you can come back to it and submit your recipes at a later date.

PLEASE NOTE: Some assessments will take a long time to complete (from payment to completion) due to recipe tweaking; sometimes it takes several weeks to get your recipes suitable for assessment. But we hold no liability for this, we understand it's frustrating to have your recipes take so long to be ready, but we cannot refund you due to the length of time it takes to get your recipes compliant, as we will have helped you with this so counts as work towards your assessment. This is not counted within the 3-4 weeks lead time; it takes 3-4 weeks after your recipes have been finalised, and after payment, whichever comes last.

After Care

We do offer you help sheets on the other legal obligations you have alongside the assessment (i.e. labelling, PIF CPNP etc), which we can send to you on request upon assessment purchase. However, we regrettably cannot offer any further support or guidance after your assessment has been completed, other than these help sheets. It is your responsibility to make sure you have your labels and other admin properly in place, not ours.