

## 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.

### Extra Fees

Occasionally, there may be an extra admin fee to be charged on top of your package price, this could be due to a number of reasons, ranging from unusual ingredients, too many ingredients, different exposure areas etc. We don't always know in advance what these extra fees will be, it will only be known once the assessor himself has looked at your recipes, which is usually after the purchase of your package assessment. However, we can always cancel and refund your assessment if you're not happy paying the extra. Most admin fees range from £15-£50 + VAT, but can be higher, depending on your recipes.

### 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, we are unable to offer a refund. However, 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.

**Safety Assessment submission forms must be submitted within 12 months of the date of purchase. After 12 months, we reserve the right to charge an appropriate admin fee, or in some cases, not to proceed with the submission.**

**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 they need to be compliant, so 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 time is not counted within any advised lead time provided on the website or in correspondence; this lead time is an estimation of when you can expect to receive your report after your recipes have been finalised, and after payment, whichever comes last. We aim to

provide you with as accurate a lead time as possible, but they are an estimation based on typical return times when your report is submitted, and all lead times are subject to change.

### **After Care**

We do offer you help sheets on the other legal obligations you have alongside the assessment (i.e. labelling, PIF 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.