

TERMS AND CONDITIONS

These terms and conditions apply to the use of www.holistic6.com and are designed to make your e-shopping experience as easy and secure as possible. By placing an order with us, you are agreeing to accept the terms and conditions set out below. The terms and conditions are subject to change at any time, and it is your responsibility to check these terms and conditions regularly before ordering products in case there are any changes. If you do not agree with terms and conditions set out below, you should not use or access this website.

If you have any queries relating to our terms and conditions, please contact the ryan@holistic6.com before placing an order.
At www.holistic6.com we take security and privacy very seriously.

When you shop online at www.holistic6.com you can be sure that your name, address, credit card details and any other information you give us is kept 100% safe and secure.

At no time will we at www.holistic6.com have access to your credit or debit card information.

Security Tips:

Internet shopping is becoming more and more popular and the overwhelming majority of transactions are quick, easy and trouble-free.

www.holistic6.com goes to the highest levels to ensure your shopping experience is as safe and secure as possible.

There are a number of additional precautions you can take to increase security:

We recommend that you always close down your Internet browser when you have finished shopping online, especially if you use a shared PC. This will delete temporary Internet cookies from any sites that you may have visited.

Never reveal your password to others.

Keep your password as unique as possible and try not to choose obvious passwords, such as your name, partner's name, or other personal information which could be easily obtained by a third party.

Avoid using the same password for numerous internet sites.

Please note, www.holistic6.com will NEVER ask for personal details via email. If you do receive an email requesting this information, please contact our Customer Service team immediately.

Privacy promise:

Your privacy is extremely important to us and we will not release your personal details to third parties for marketing purposes.

When you make a purchase from www.holistic6.com, we collect certain personal information from you (i.e: your name, email address, payment address and details). www.holistic6.com complies fully with all applicable Data Protection and consumer legislation, and will treat all your personal information as fully confidential.

If you have any further queries about security or privacy, please email ryan@holistic6.com.

General Information:

www.holistic6.com is a trading name of Holistic 6 Ltd. The company is registered in England and Wales with the number 12817635.

The following terms and conditions will apply between you and Holistic 6 when you purchase an item from www.holistic6.com. The terms do not affect your statutory rights.

You must be eighteen years old or above to use this site. If you are under eighteen, you may only use the site in conjunction with, and under the supervision of, a parent or guardian. If you do not qualify, please do not use the site.

You warrant that all details you provide to www.holistic6.com for the purpose of ordering or purchasing goods are correct, that the credit or debit card you are using is your own and that there are sufficient funds in your account to cover payment of the product(s) ordered.

During the registration process, you have the option to choose a username and password. You are responsible for all actions taken under that username and password and must only purchase from www.holistic6.com under your own username and password. You must make every effort to keep your password safe and should not disclose it to anyone. If it is compromised, you must change it. You may not transfer or sell your username to anyone, nor permit, either directly or indirectly, anyone to use your username or password. If there are any changes to the details supplied by you it is your responsibility to inform www.holistic6.com as soon as possible.

It is a crime to use a false name or a known invalid credit card to order. Anyone caught wilfully entering an erroneous or fictitious order will be prosecuted to the fullest extent of the law. We track the electronic fingerprints of every order placed on www.holistic6.com to enable us and all legitimate crime prevention and prosecution authorities to trace individual users engaging in criminal activities on our website.

www.holistic6.com reserve the right to terminate our agreement with you and to suspend or terminate your access to the site immediately and without notice to you if: -

You fail to make payment to us when due

You breach any of our terms and conditions

When requested by us to do so, you fail to provide within a reasonable time frame, sufficient information to enable us to determine the accuracy and validity of any information supplied by you, or your identity

We suspect you have engaged, or are about to engage, or have way of being involved in fraudulent or illegal activity on www.holistic6.com

Holistic 6 make no claim that the information and products on the website are available, appropriate or legal outside the United Kingdom. All information provided by Holistic 6, through this website, links to or from other websites or by its employees over the phone, email or any other transmission is purely for educational and informational purposes. This should never be interpreted as a recommendation to undertake a specific action. Using the information for illegal activities is at your own risk.

Ordering:

When placing an order, you warrant that any and all information given is accurate and complete.

All orders are subject to acceptance and product availability.

All prices listed on www.holistic6.com are correct at the time of entering information; however, we reserve the right to change prices of any product at any time.

No contract for the sale of any product will exist between you and www.holistic6.com until www.holistic6.com accepts your order by way of an e-mail confirming that it has received payment in full for all the goods you have ordered.

This confirmation email will be sent to the email address given in your order form and will detail products ordered, payment method, cost (including P&P) and usual delivery times.

You must check all the details on this confirmatory email are correct and contact us as soon as possible if any details are incorrect.

If your order has not been accepted, you will receive an explanatory email from www.holistic6.com detailing the reasons why.

Products

All products for sale on this site are intended for use as food supplements only. They are not sold or intended to diagnose, treat, cure or prevent any specific condition or illness. Our products do not have any medical value. Our products may not be used as a medicine or as a replacement for medicines.

Please refer to 'best before' dates on product packaging to determine product life. However, we guarantee a minimum of 12 month shelf life from when the product is dispatched.

Delivery

Goods will be sent to the address given by you in your order. If you are ordering more than one item, your goods may be sent to you in instalments if certain items are out of stock.

All items are sent using UK Royal Mail. Items are normally sent within 24 hours of receiving cleared payment. Items sent within the UK will take 1 to 3 days to arrive. Items sent to the EU will normally take 5 to 10 working days depending on the local postal service and customs.

If your delivery address is outside of the UK, you may be subject to import duties and taxes, which are levied once a shipment reaches your country. You must meet any additional charges for customs clearance. Please note customs policies vary widely from country to country. We recommend you contact your local customs office for further information.

Please note international shipments may be subject to cross-border inspections by customs authorities.

We try and ensure that your order arrives as quickly as possible. However please note that due to Post Office regulations and time it takes to complete a claim, a full 28 days must elapse from the time of ordering before we can offer a refund for non-delivered items. We may offer to dispatch a replacement before this period at our own discretion.

Cancelling an order

You may cancel your order at any time prior to your order being processed by clicking the "delete" button next to the product ordered in your shopping basket.

If you have submitted your order and received your confirmation email from www.holistic6.com, you

can still cancel your order within 24 hours of the order being placed. Please email your cancellation marked URGENT CANCELLATION to the Customer Service team. Please ensure you list your name, address, product ordered and order code on the email.

If you wish to cancel your order after 24 hours of the order being placed, you will need to wait until you receive the product and then follow our Returns Policy.

Once www.holistic6.com has received notification from you that you wish to cancel an order, any sum debited to www.holistic6.com from your credit or debit card will be re-credited to that credit or debit account within 30 days of your order, provided the goods you return are in the same condition that they were when delivered to you. You will be liable to any charges incurred when returning the goods to www.holistic6.com, unless the return is as a result of an error on our side.

Contract cancellation

Please note that you are entitled to cancel this contract if you so wish provided that you exercise your right within seven working days after the day on which you receive the Products. If you wish to cancel your order, please follow the procedure set out in our Returns policy Returns Procedure You may return most items sold by www.holistic6.com within 28 days from the date of dispatch for a full refund. For more information, please refer to our Returns Policy.

Exchange Procedure

www.holistic6.com will be happy to exchange for the same item most products that are damaged, faulty or incorrectly shipped through any circumstance that is in our error within 28 days from the date of dispatch. For more information, please refer to our Returns Policy.

Privacy

www.holistic6.com will not pass on your personal details to any third party. Your card details will only be seen by SquareUp, they will not share any details with anyone.

www.holistic6.com will never ask for personal details via email. If you receive an unsolicited email asking you for your www.holistic6.com log in details, please contact ryan@holistic6.com immediately.

Liability

www.holistic6.com does not accept liability (except as set out below) for any errors and omissions and reserve the right to change information, prices, specifications and descriptions of listed goods, products and services.

If an error is discovered in the price of the goods that you have ordered, we will inform you as soon as possible. In the event that you order an item and the price published on www.holistic6.com is incorrect for any reason, we will contact you to let you know the correct price and ask you whether you still wish us to fulfil your order at this price. We shall be under no obligation to fulfil an order for a product that was advertised at an incorrect price. We shall give you the option of confirming the order at the correct price or if you so choose, to cancel the order altogether. If you cancel and have already paid for the goods in the circumstances described in this clause, we shall refund the full amount within 30 days of the date of order.

In the unlikely event that you receive goods which were not what you ordered or which are damaged or defective, or are of a different quantity to that stated on your order form, www.holistic6.com shall, at its own option, make good any shortage or non-delivery, replace or repair any damaged or defective goods, or refund to you the amount you paid for the goods in question provided that you notify www.holistic6.com of the problem in writing via email within 10 working days of delivery of the goods. This does not affect your statutory rights.

www.holistic6.com has taken every measure to provide accurate product images for each product for sale on the site. However, due to a number of mitigating factors such as Internet browsers, monitor colour contrasts etc, www.holistic6.com cannot be held responsible or liable for any colour discrepancies between the image and the actual product.

The products sold on www.holistic6.com are provided for private domestic and consumer use only. Accordingly, www.holistic6.com do not accept liability for any indirect loss, consequential loss, loss of data, loss of income or profit, loss of damage to property and/or loss from claims of third parties arising out of the use of the Site or for any products or services purchased from www.holistic6.com has taken every measure to prevent Internet fraud and ensure any data collected from you is stored as securely and safely as possible. However, www.holistic6.com cannot be held liable in the extremely

unlikely event of a breach in our computer servers.

We shall have no liability to you for any delay in the delivery of products ordered or any other matters to the extent that the delay is due to any event outside our reasonable control, including but not limited to acts of God, war, flood, fire, labour disputes, strikes, lock-outs, riots, civil commotion, malicious damage, explosion, governmental actions and any other similar events.

Special Offers

Applies only to those products displaying the Special Offer logo. Discounts codes will be provided with a 30 day life before expiring. www.holistic6.com encourages to use the discount code within 30 days to avoid disappointment. Discount codes will be provided to every sale. Student, disability, health care professional codes will be provided under individual proof.

Copyright

All rights, including copyright, logo, product branding, in the content of the www.holistic6.com web pages are owned or controlled by Holistic 6 LTD. In accessing www.holistic6.com web pages, you agree that you may only download the content for your own individual and non-commercial use. You are not permitted to copy, broadcast, download, store (in any medium), transmit, show or play in public, adapt or change in any way the content of the www.holistic6.com web pages for any other purpose whatsoever without the prior written permission from Holistic 6 LTD.

Third Party Information

We cannot be held responsible for material displayed on third party websites or any other written material. The only prices that apply for Holistic 6 products are those stated on the www.holistic6.com website. We cannot vouch for the reliability of prices stated on shopping directories or through any other third party.

PRIVACY POLICY

This privacy policy sets out how www.holistic6.com uses and protects any information that you give www.holistic6.com when you use this website.

www.holistic6.com is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

www.holistic6.com may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 01.11.2020.

What we collect

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at ryan@holistic6.com
We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to:

Holistic 6
7 Lipson Tce
Plymouth
PL4 7PR

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

FAQ

What data do we hold:

– We hold your name, email address, billing and shipping address and your phone number. These details are required to ship your order out, and are securely stored in our CMS and CRM systems. We would collect these details either in the checkout page, or if you are creating an account on our website.

Apart from the transactional emails, you will not receive any marketing emails, unless you had opted for it.

The data you have given us as part of newsletter subscription, will be stored in our CMS system, and will be used to send promotional emails and offers. We DO NOT share customer data with any third party websites or agencies. If at any point of time you have any questions on what data we store, write to us and we will send you the list of information we have saved from you.

The data stored is 100% secure and all passwords are encrypted and stored in our website CMS.

If you would still like your account details to be deleted, send us an email to ryan@holistic6.com