

Terms and Conditions

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We reserve the right to revise these Terms and Conditions from time to time. Please check periodically for changes. If you do not agree with any of the revised Terms and Conditions you must not use this Website or make any orders from Abiotica UK. These terms and Conditions were last updated on 28th September, 2020.

ABIOTICA UK

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CONTACTING US

Our preferred mode of communication is via telephone or email. We provide a freephone service when you call 0800 020 9822 or alternatively, you can email us: info@abiotica.co.uk

Our contact address is: Golden Yuga LTD (t/a Abiotica UK), Kemp House, 160 City Road, London, EC1V 2NX. United Kingdom.

WEBSITE INFORMATION

The information available on the Website might from time to time be incomplete, out of date or inaccurate. We have tried to ensure that information provided in the Website is accurate. However, we make no representation and give no warranty of any kind in respect of the information.

Abiotica reserves the right at any time and without prior notice to make changes and corrections to the material on the Website or to make parts or all of this Website unavailable at any time without notice. You acknowledge that your use of this Website and its information is at your own risk. Except for liability which we cannot by law restrict or exclude, we shall have no liability to you or any third-party for any direct, indirect or consequential damages (including loss of profits) or any other damages of any kind whether based on warranty, contract, tort (including negligence) or otherwise.

Applicable law may not allow the limitation or exclusion of liability of certain damages, so this limitation or exclusion may not apply to you entirely.

DISCLAIMER

We are not physicians or medical experts, and make no claims as to the effectiveness of our products in preventing or curing any disease or ailment. The claims on our Website are collected from expert sources for your general information. We strongly recommend you conduct your own research.

We try to make this Website as informative as possible and aim to keep the Website up-to-date; however, we do not guarantee its accuracy.

PRODUCT DESCRIPTIONS

The description and specifications of products on the Website is only approximate and we reserve the right to make changes, which do not materially affect the quality or performance of those products. We may correct any error appearing in the Website or withdraw any product from sale without incurring liability. Price and availability are also subject to change without notice.

ORDERING PRODUCTS

You may order products from the Website by submitting a completed order form through the checkout procedure. We will confirm acceptance of your order at the end of the checkout procedure and you will receive an order number for your confirmation of the purchase and record. This payment confirmation page will formalise the contract between us.

Please note down the order number for your reference in case you need to contact us. An e-mail to the address you provide will also be issued with the order number for your convenience.

PRICING AND PAYMENT

We accept Visa, Delta, Electron, Mastercard and Maestro. Our secure online system is integrated with Stripe Payments, which we use to handle all our card transactions. Stripe Payments are a third-party payment provider that offers secure services trusted by millions. No card details for Website transactions are held on our own Website or seen by anybody at Abiotica UK.

The price of the products will be the price quoted in the Website at the time we accept your order. The price will include any applicable value added tax as relevant in the United Kingdom. Although every care is taken in the quality of content on this site, there may occasionally be an error and items may be mispriced. In this event we will either: contact you to ask if you wish to cancel the order, or simply cancel the order and notify you, at our own discretion.

We are under no obligation to supply goods at the incorrect price.

DELIVERY

UK Shipping: We are currently offering free delivery on all orders within the United Kingdom (mainland only, does not include the Channel Islands).

Orders will be dispatched via Royal Mail, 2nd Class which generally arrives within 48 hours of dispatch. The delivery times will not be essential to the contract between us.

We aim to dispatch within 48 hours, Monday to Friday, weekend orders will be dispatched on Mondays. All orders are packaged with care to ensure safe delivery.

Non-UK Shipping: We also ship throughout the world upon request. Please contact us for pricing based on the individual delivery address. The chargeable amount for delivery will be payable upon product purchase.

We reserve the right to ship the product from any of our global distribution centres and ensure that the products will not be materially different and follow the same or similar compliance as under United Kingdom law, notwithstanding differences in local regulations.

If there is an error or any other delivery problem in respect of the products ordered, you must notify us in writing within 14 days after the delivery date. We will not be liable for any loss or damage if you fail to do this. In the rare case that the products are lost or stolen, we would need to investigate its whereabouts with our delivery partners and file a claim for the loss of the Products, before issuing any refunds.

DAMAGED PACKAGES

For any damaged goods please contact Abiotica UK on 0800 020 9822 (Open 09.00am - 5:00pm) and choose option 3, upon being prompted, for the dispatch team which will be responsible to assist you. Alternatively, you may email us: info@abiotica.co.uk

Please note: Lost parcels must be reported within 14 days of dispatch, we will not be liable for any loss should you fail to do this. If you find your goods to be damaged in transit, we are willing to offer a refund if the product is returned, within 14 days after the delivery date. We will not be liable for any damage if you fail to do this.

We will not be responsible for the cost of postage and packaging of return items. We recommend using a Recorded Delivery Service for returns, as we cannot be responsible for items that are not received. Please contact us first prior to arranging return of a damaged package to ensure you have the best chance of safe return.

QUALITY ASSURANCE

We are proud of the quality of our products and as such, if you find that your purchase is unsatisfactory, please write to us via info@abiotica.co.uk or write us on a plain envelope labelled "FREEPOST ABIOTICA" with feedback within.

OTHER

The products advertised in the Website are intended for sale to persons dealing as consumers and are not for re-sale.

The Contracts (Rights of Third Parties) Act 1999 shall not apply to any contract between us, so that no contractual rights are conferred on third parties.

NO WARRANTY

This Website and its content are provided "as is" excluding warranty of any kind, either express or implied to the fullest extent permissible under applicable law. We accept no liability for functions contained on this Website and make no warranty that the Website will operate uninterrupted or error-free or that any defect will be corrected. We do not warranty that our Website is compatible with your computer equipment and that the Website or its server is free of errors, viruses, worms or "Trojan horses" and we shall not be liable for any damage should you suffer as a result of such destructive features.

VALIDITY OF PROVISIONS AND REMEDIES

If any provision of these conditions is or becomes invalid or contrives applicable regulations then the remaining provisions will not be affected.

GOVERNING LAW AND JURISDICTION

These conditions are governed by the law of England and any dispute that may arise will be the sole jurisdiction of the courts of England.

Abiotica UK is a registered trademark associated with Golden Yuga LTD.

Registration No. 12107167 (England). VAT No. 356688937

Registered office. Kemp House, 160 City Road, London, EC1V2NX, United Kingdom.

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