

General

References to 'Rainbow Relaxation Retail' and 'we', 'us' and 'our' shall be deemed to be references to Rainbow Relaxation Retail. References to 'you', and 'your' shall be deemed to be references to persons placing an order via <https://rainbow-relaxation.sumup.link/>. These terms & conditions also cover our emails and any other associated promotional activity.

These Terms and Conditions do not affect your rights as a Consumer.

Orders

When you place an order with us it will be deemed that you have read, understood and agreed to these Terms & Conditions. If you are unhappy with any part of these terms and conditions, you should contact us before placing an order, either by phone or by emailing rainbowrelaxationmassage@gmail.com.

By placing an order through our website you are making an offer to Rainbow Relaxation Retail to purchase the goods outlined in your order upon the terms described in your order.

When you place an order, we will require your name, email address, credit/debit card, phone and address details. This information is required in order to process your request or inform you of acceptance of our order. A contact phone number is needed so that we can get in touch if there is a problem with your order. We may, unless you inform us otherwise, provide our couriers with your contact phone number in case they need to reach you to arrange the delivery of your order.

After placing an order online, we will provide you with confirmation that your order has been received but this is not confirmation that your offer to buy the items has been accepted. Our contract for the sale of our products will only exist once an order has been accepted, processed and dispatched to you.

Please note that we will not be able to meet any obligations as a result of the following reasons:

- If the product you ordered is out of stock
- We are unable to authorise your payment
- If it is identified that there is a product description or pricing error
- If customers do not reach any order criteria outlined in the Terms & Conditions
- If our delivery companies are temporarily unable to deliver due to exceptional conditions that are beyond our control including hazardous weather and accidents

Should there be an issue with your order, we will contact you either by phone or email. Please ensure that you check all items on receipt, as faulty or damaged items must be reported within eight working days of receiving the parcel.

Rainbow Relaxation Retail reserve the right to reject any offer of purchase by you at any point. Please note that whilst we will make every effort and reasonable care to keep your order details and payment secure, we cannot be responsible for any loss you may suffer if a third party

procures unauthorised access to any information that you supply when accessing or ordering from Rainbow Relaxation Retail website.

Website Product Pricing & Descriptions

Every product bought is sold subject to its product description which outlines any further specific conditions that relate to that product including, without restriction, terms and conditions that regarding approximate delivery dates/times, warranties, after-sales support and guarantees.

We undertake all reasonable care to ensure that all the details, prices and descriptions of products on our website are accurate at the time when they are either entered onto our system or printed. Whilst we endeavour to keep the website as up-to-date and accurate as is possible, there may be very rare occasions when the information on the website (including product descriptions) at a certain time may not reflect the position exactly at the point an order is placed. We do not give any warranty as to the accuracy or completeness of the information and cannot be responsible for any errors or omissions or for the results arising from the use of such information. Please note that we are unable to confirm the price of a product until your order is accepted in line with our order acceptance conditions. Please also note that as computer monitors/screens vary in nature and resolution, we cannot guarantee that your monitor's representation of any colour will be completely accurate.

Faulty Goods

Goods are faulty if they are received damaged. Please notify us immediately of any damages and we will arrange a replacement or a refund if a replacement is not possible.

Contract Cancellation

If you are not happy with products you have chosen and received, you are entitled to cancel this contract if you so wish under the Distance Selling Regulations, provided you exercise your right no longer than eight working days after the day on which you receive the products (excluding made to order/personalised items). Please note however that we pride ourselves on our commitment to the highest levels of customer service and will consider every situation on a case by case basis, subject to the situation, after this period.

Should you wish to cancel your order prior to despatch, please contact us on rainbowrelaxationmassage@gmail.com. Please note that there may be occasions when a cancellation request is received after an order has been processed and dispatched. If your order has already been dispatched we will be more than happy to offer you an exchange or, if you wish, a refund provided that the products are returned complete and in a reasonable condition. Where possible we would ask that you return the items with the original packaging.

Returns Policy & Making Returns

In the unlikely event that a parcel arrives damaged or faulty please contact our team by email at rainbowrelaxationmassage@gmail.com so we can arrange a replacement, exchange, or refund for you.

If you wish to return an item, we need to receive it back within 28 days of receipt for a refund or exchange. We ask that you please return the items where possible with their original packaging. This does not affect your statutory rights. As the goods are your responsibility until they reach us please ensure you package your return to prevent any damage to the items or boxes.

If an item is returned to us outside of the 28 day time frame or is in a non re saleable condition a credit note will be issued at the discretion of Rainbow Relaxation Retail.

If you wish to cancel your order and return it to us, under the Distance Selling Regulations, you must let us know within 8 working days of receiving your parcel. This can be done by contacting our team via email at rainbowrelaxationmassage@gmail.com. Once we receive the whole order back we will issue a full refund. Please note this does not apply to the personalised items which cannot be returned unless faulty or damaged.

Returning Items

Please see above for information on our Returns Policy.

Please ensure that your items are unused and in the original packaging within the parcel.

Disclaimer & Limitations of Liability

Rainbow Relaxation Retail does not look to exclude or limit liability for personal injury or death arising from its negligence or that of its employees, agents, members or directors or for any misrepresentation that is fraudulent.

To the utmost extent allowed by law and save as provided above, neither Rainbow Relaxation Retail nor any linked company shall be liable to you by reason of any representation, or any implied condition, guarantee, or other term, or any duty at common law, or under the express terms of the contract, or in negligence (whether on the part of Rainbow Relaxation Retail or any of its employees, agents, members or directors or otherwise) for any indirect special or resultant loss or damage (including but not limited to loss of profit or loss of saving), expenses, costs, or other claims for compensation whatsoever which arise out of or in connection with the use of the Rainbow Relaxation Retail website, the supply of the products or their use of resale by you).

Whilst we try and do everything reasonable to try and keep the information on this website up-to-date and correct, Rainbow Relaxation Retail do not give any warranty to its completeness or correctness and Rainbow Relaxation Retail cannot be held responsible for any omissions, errors or for any resulting implications from the use of this information.

Rainbow Relaxation make all reasonable effort to ensure a reliable and fast service but we do not guarantee that your use of this website will be free from interruption or errors and cannot be held responsible for any disruption, loss of or corruption of any material in transit, or loss of or corruption of material or data when downloaded onto computer systems.

In addition, Rainbow Relaxation Retail cannot be held responsible or liable for your use of any websites that are accessible from this website as we do not have any control or responsibility for these. Any such links should not be viewed as an endorsement or an affiliation with Rainbow Relaxation Retail.

Territory & Law

The use of this website and these Terms and Conditions are governed by UK law and you agree to submit to the non-exclusive jurisdiction of the UK court. This does not affect your non-excludable statutory rights.

This website and our Terms and Conditions have been designed for use within the United Kingdom and under UK law.

Our Details

Rainbow Relaxation Retail is a side-business of Rainbow Relaxation Massage. Run by Lauren Kinghorn-Evans at
Trewen,
Llwyncoed Rd
Blaenannerch
Ceredigion
SA43 2AN