



## Terms and Conditions

- Payment with order. Payments by credit/debit card are payments to your NYR Organic Consultant on whose behalf and to whose account NYR Organic will process such payments.
- Orders are subject to availability.
- Delivery to your Party Host will normally be within 7-10 working days, depending on when your Consultant places the order. The total price includes delivery.
- Your contract of sale is with your NYR Organic Consultant who is an independent seller of the NYR Organic range of products. S/he is not an agent of NYR Organic.

## Total satisfaction

We are sure you will have total satisfaction from your purchase. If not totally satisfied, however, please contact your NYR Organic Consultant. If still not satisfied, contact: Customer Relations, NYR Organic, Peacemarsh, Gillingham, Dorset SP8 4EU.

To back up our total commitment to consumer satisfaction, the Direct Selling Association operates a dispute resolution service for any consumer who is still not satisfied.

For details, contact DSA:

Enterprise House  
30 Billing Road  
Northampton  
NN1 5DQ

or visit the DSA website:  
[www.dsa.org.uk](http://www.dsa.org.uk)

## Quality Guarantee

This guarantee applies only to the Neal's Yard Remedies products that are sold within the United Kingdom. NYR Organic will refund, replace or exchange any unused goods sold to them, which are in resalable condition and which are returned to the Consultant within 21 days. NYR Organic guarantees the quality of every item supplied by it and will exchange, refund and replace any product and accessory showing a manufacturing defect, which is returned (within a reasonable time of receipt of the goods by the Consultant). This guarantee and your rights of cancellation are without prejudice to your statutory rights.

## Data Protection

We take your privacy extremely seriously. We will not pass your personal information to any third party or use it for any other purpose than that stated herein. By providing your title, name, surname, postal address, email, phone, mobile and bank details (in short "Personal Information") on the Customer Order Form and by placing your order, you explicitly agree and consent for your Personal Information to be used by the Consultant and passed to, used and stored securely anywhere in the world by NYR Organic for the purposes of processing your order, including processing exchanges, returns, refunds, complaints or statistical and business analysis, as well as for sending to you marketing communications, to the receipt of which you have for the time being explicitly consented by ticking the relevant box on this form (the "Purpose"). NYR Organic may share your Personal Information only (i) within its group of companies or (ii) with subcontractors acting as Data Processors (NYR Organic being the Data Controller) for the above Purposes or (iii) with other Consultants (other than the Consultant named in this form) within its sales force for the purposes of processing your orders and maintaining its relationship with you, or (iv) with credit reference agencies in order to make credit decisions and/or trace customers and/or for fraud prevention purposes. You can access your Personal Information and correct factual errors thereof, or request details of the manner in which your Personal Information may have been processed (in accordance with the above) by contacting us at the address overleaf. To protect your privacy and security, reasonable steps will be taken to verify your identity before acting upon your instructions.

### NOTICE OF THE RIGHT TO CANCEL

Date \_\_\_\_\_

You have the right to cancel this contract within a period of 14 days following your placing this order or up to 9 working days from the day after delivery of the products, whichever period is longer, by sending a written (email is acceptable) notice of cancellation to your Consultant at the address on the front of the order. Your cancellation will take effect when it is posted or, if emailed, when the email is sent. If you cancel this contract any sum paid by you or on your behalf under this contract shall be refunded to you but if you have received the products you ordered you must make these products available for collection and, provided you have taken reasonable care of them, you will be entitled to be repaid the amount you paid for them. This form has been provided for your convenience.

You have made this contract with the following NYR Organic Consultant \_\_\_\_\_

Detach here -----

If you wish to cancel the contract you MUST DO SO IN WRITING and deliver personally or send (which may be by electronic mail) this to the person named below. You may use this form if you want to but you do not have to.

[Complete and detach and return this form  
ONLY IF YOU WISH TO CANCEL THE CONTRACT]

To: NYR Organic Consultant

I/We (*delete as appropriate*) hereby give notice that I/we (*delete as appropriate*) wish to cancel my/our (*delete as appropriate*) contract reference \_\_\_\_\_

dated \_\_\_\_\_ [Consultant to insert relevant details ]

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_