

Terms and Conditions

Terms of use of the Website <http://www.highlandfresh.com>.

Preamble - use of our web site (<http://www.highlandfresh.com> including all other pages at the domain) means you accept our terms and conditions of use and trade. If you do find errors on our web site we respectfully ask you to bring these to our attention.

1. All standard soap bars £3 excluding postage and packaging
2. Bars are hand cut and weighed at £2.50 per 100 grams
3. Ordering from the internet is done by using PayPal and you do not need an account with PayPal to order, just click on the buy button for your purchase and use your credit or debit card through PayPal's payment system
4. Payment can also be made by cheque, made payable to Highland Fresh (Highland Fresh, 31 Hillside Terrace, Milton of Campsie, G66 8BP). Goods will not be dispatched however until such a time as the cheque has cleared
5. Postage and packaging is included into the final purchase price through PayPal and is worked out by the total weight of the purchase
6. Typically all orders are sent by first class Royal Mail within 5-6 working days of order, however this could be an extra couple of days during holiday periods, Bank Holidays etc or where a cheque payment has to clear first
7. If order is not received within 14 working days contact stuart@highlandfresh.com or alternatively call 07875169790
8. Customers have a right to cancel orders before they are received and will be completely refunded
9. From date after the order has been received there is a 7 day period in which to cancel your order, orders can be cancelled by notification via email (stuart@highlandfresh.com) or letter (Highland Fresh, 31 Hillside Terrace, Milton of Campsie, G66 8BP) quoting name, address and PayPal reference number and/or invoice number.
10. Cancelled orders should be returned to Highland Fresh, 31 Hillside Terrace, Milton of Campsie, G66 8BP in/with full original packaging quoting your PayPal reference number and/or invoice number, name, address and you will receive a complete refund including the postage and packaging charge for the return of your order
11. Refunds will be completed within 30 days of us receiving your cancellation notice
12. Orders cannot be cancelled or returned once product has been used
13. Information regarding Essential oils and their actions is available from books and on the Internet. Some essential oils should be avoided during pregnancy and by sufferers of epilepsy. Users should always refer to comprehensive information available prior to use. Users should take steps to refer to safety information available. For many conditions it is necessary to take medical advice and/or the help of a qualified aroma therapist.