

Terms of Service

Brain and Body Wellness Limited

Effective Date: 20 April 2025

1. Introduction

Welcome to Brain and Body Wellness Limited. These Terms of Service ("Terms") govern your access to and use of our website and services. By accessing our website or purchasing our products, you agree to comply with and be bound by these Terms.

2. Product Information

We offer a range of wellness products designed to support well-being. All product descriptions, images, and specifications are provided for informational purposes only and may be updated without notice.

3. Orders and Payment

By placing an order, you make an offer to purchase products subject to these Terms. We may accept or decline your order at our discretion. Payment must be made in full at the time of purchase.

4. Shipping and Delivery

We aim to process and dispatch orders promptly. Delivery times may vary depending on your location. Shipping costs will be displayed at checkout.

5. Returns and Refunds

- You have a legal right to cancel your order within **14 days** of receiving your goods without giving any reason.
- To exercise this right, please contact us at info@brainandbodywellness.co.uk before the cancellation period expires.
- You must return the goods to us within 14 days of cancellation, in their original condition. You may handle the goods to the extent necessary to establish their nature, characteristics, and functioning (as you would if viewing them in a shop).
- We will provide a refund within 14 days of receiving the returned goods (or receiving evidence that they have been sent back), using the same payment method you used for the original order.
- Refunds include the original standard delivery cost (if applicable), but you are responsible for the cost of returning the goods unless they are faulty.

6. Intellectual Property

All content on our website, including text, images, logos, and trademarks, is the property of Brain and Body Wellness Limited and protected by intellectual property laws. You may not use, reproduce, or distribute our content without prior written consent.

7. Privacy Policy

We are committed to protecting your privacy. Our [Privacy Policy] explains how we collect, use, and safeguard your personal information in compliance with UK data protection laws (including GDPR).

8. Limitation of Liability

- Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, fraud, fraudulent misrepresentation, or any rights you are entitled to under consumer law.
- To the fullest extent permitted by law, Brain and Body Wellness Limited shall not be liable for any indirect, incidental, or consequential damages arising from the use of our products or services.
- Your statutory rights as a consumer remain unaffected.

9. Governing Law and Dispute Resolution

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

We are not obliged to participate in alternative dispute resolution (ADR), but we will consider reasonable requests to resolve disputes amicably.

10. Contact Us

If you have any questions or concerns about these Terms, please contact us:

Brain and Body Wellness Limited

Email: info@brainandbodywellness.co.uk