

Aviva Progel Terms and conditions.

General Conditions.

Aviva progel reserve the right to refuse service to anyone at any time for any reason.

You agree as a customer not to reproduce, duplicate, copy, sell, resell or exploit any products that have been purchased from Aviva Progel, without written permission from us.

Products

We have made every effort to display all Aviva Progel colors and any other products accurately as they appear in store. We cannot guarantee that your electronic device ie phone, ipad or computer monitors display of any color will be accurate.

Certain products may be exclusive to a variety of collections, which cannot be purchased as a single gel polish.

All products are subject to change in price and description at any time without notice. We reserve the right to discontinue any product at any time without notice.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the service will be corrected.

We do not take responsibility for how the product is applied, please see manual for guidance on how to use our products.

Placing an order and delivery.

Delivery £4.99 plus VAT is the standard delivery charge for most parts of mainland UK. The Channel Islands, Offshore Islands, Highlands, Scottish Islands and certain areas of the UK may vary according to the size and weight of the parcel. Special delivery charges will be quoted on request. This excludes any large or heavy items.

Adding to your order

Our fulfilment and shipping processes are automated, and as such, we are unable to add additional items or make changes to existing orders.

Customs for overseas orders

When ordering products from Aviva ProGel for delivery outside the United Kingdom, you may be subject to import duties and taxes which are levied once the goods reach the specified destination. You must pay any additional charges for customs clearance; Aviva ProGel has no control over these charges and cannot predict what they may be. If you are ordering goods from outside the UK, it is your responsibility to comply with all the laws and regulations in the country in which you are receiving the goods. If you refuse to pay the charges levied by customs and excise and the goods are returned to us then you will be liable for the return shipping fees, and these will be deducted from any refund due.

Processing time

Once an order is placed, please allow 1 to 10 working days estimated dispatch time. We try to keep our inventory status as current as possible, but in some cases, we may be out of stock of your item. If that is the case, we are happy for you to choose another product at the same retail value.

Sale items

All goods purchased during any promotions are not returnable unless faulty.

Discount Codes & Vouchers

Discount codes cannot be used in conjunction with any other offers and cannot be applied to sale items. We may withdraw or amend any offers at any point without notice.

Returns policy

Returns & Cancellations

We ensure all items that are posted to our customers are of the highest standard, unfortunately we do not offer refunds or exchanges due to the nature of the products for health and hygiene reasons. Unfortunately, shipping charges cannot be refunded on any refunds or exchanges. We must be notified of any damages and claims within 24 hours of receipt of goods, if a product is faulty, we will offer a credit note for Aviva Progel.

Part return of items sold as sets, kits or collections will not be accepted.

Once your order has been collected from us by our courier, you will not be able to cancel your order unless faulty. Any authorized refunds will be in the form of a Credit Note. If you wish to return an item, please notify us in writing.

Faulty products.

Once you have purchased a product if you believe it to be faulty, we will ask for a full description of how it was applied and any other evidence you can provide of the issue.

We would ask that faulty product is returned to us; we will investigate. If we unable to resend a like for like product, we will issue you with a credit note.

We do not take responsibility for application of products, we advise that you follow the manual that you do not mix different brands when working with our products, for the best results.

DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall Aviva Progel our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

Contact Details.

Emma@avivaprogel.com (Brand Manager)

Janan@avivaprogel.com (Director)

Aviva Progel

93b Marsh Road Luton LU3 2QG

01582 858551

