

Terms & Conditions.

The owner of the business is Acre Aesthetics Ltd

Private Prescriptions:

Private prescriptions are dispensed by Acre Pharmacy, all prescriptions are dispensed in the UK. The customer may send a copy of the prescription via fax or email, however this must be followed by the original within 72hrs. All prescriptions must comply with all UK law and regulations and be signed by a registered healthcare professional who is either a Doctor, Dentist or a qualified non-medical prescriber who has performed a face to face consultation with the patient. The prescribed items must have been prescribed in accordance with all UK prescribing guidance and where a clinical decision has been made for the prescribed items. Prescribers must only prescribe with a clinical and medical intention. The products are for use by the named patient only and are not for onward sale under any circumstances. All prescriptions forwarded onto Acre pharmacy, by the prescriber, automatically deems the prescriber to have agreed to our terms and conditions. In the event that we receive a prescription written on a different pharmacy's prescription template, all Acre pharmacy terms and conditions apply.

In using this website you are deemed to have read and agreed to the following terms and conditions:

The following terminology applies to these Terms and Conditions. Privacy Statement and Disclaimer Notice and any or all Agreements; "Client", "You" and "Your" refers to you, the person accessing this website and accepting the Companies Terms and Conditions. "The Company", "Ourselves", "We", and "Us", refers to our Company. "Party" and "Parties" refers to both the Client and ourselves or either the Client and ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings or a fixed duration, or any other means, for the express purpose of meeting the Client's needs in respect of the provision of the Companies stated services/products, in accordance with and subject to, prevailing English Law. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she or they, are taken as interchangeable and therefore as referring to the same.

Privacy Statement

We are committed to protecting your privacy. Authorised employees within the company on a need to know basis only use any information collected from individual customers. We constantly review our systems and data to ensure the best possible service to our customers. Parliament has created specific offences for unauthorised actions against computer systems and data. We will investigate any such actions with a view to prosecuting and/or taking civil proceedings to recover damages against those responsible.

Confidentiality

We are registered under the Data Protection Act 1998 and as such, any information concerning the Client and their respective Client Records may be passed to third parties. However, Client records are regarded as confidential and therefore will not be divulged to anybody other than our manufacturer/suppliers and if legally required to do so to the appropriate authorities. Clients have the right to request sight of and copies of any and all Client Records that we keep, on the proviso that we are given reasonable notice of such a request. Clients are requested to retain copies of any literature issued in relation to the provision of our services. Where appropriate, we shall issue Clients with appropriate written information, handouts or copies of records as part of an agreed contract, for the benefit of both Parties.

We will not sell, share or rent your personal information to any third party or use your email address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of agreed services and products, unless agreed otherwise by you the Client.

Disclaimer

Exclusions and Limitations

The information on this website is provided on a "as is" basis. To the fullest extent permitted by law, this company:

- Excludes all representations and warranties relating to this website and its contents or which is or maybe provided by any affiliates or any other thirds party, including in relation to any inaccuracies or omissions in this website and/or the Companies literature.
- Excludes all liability for damages arising out of or in connection with your use of this website. This includes, without limitation, direct loss, loss of business or profits (whether or not the loss of such profits was foreseeable, arose in the normal course of things or you have advised this Company of the possibility of such potential loss), damage caused to your computer, computer software,

systems and programs and the data thereon or any other direct or indirect, consequential and incidental damages.

This Company does not however exclude liability for death or personal injury caused by its negligence. The above exclusions and limitations apply only to the extent permitted by law. None of your statutory rights as a consumer are affected.

Payment

All major Credit/Debit Cards and BACS transfer are all acceptable methods of payment. Our Terms are payment in full prior to our products/ services being sent/carried out.

Cancellation Policy

There is a minimum 24 hours' notice required for cancellation of products or services required. Notification for instance, in person, via email or via telephone, or any other means will be accepted subject to confirmation in writing. We reserve the right to levy a £30 charge to cover any subsequent administrative expenses.

Delivery Information

All UK orders placed before 5:30pm (Monday – Friday) will be sent for Next Day delivery with UPS (excluding Sundays / Bank Holidays).

For Europe and overseas please allow between 2 – 5 working days for your products to arrive as standard.

Termination of Agreements and Refunds Policy

Both the Client and ourselves have the right to terminate any Services Agreement for any reason, including the ending of services that are already underway. No refunds shall be offered, where a service is deemed to have begun and is, for all intents and purposes, underway. Any monies that have been paid to us which constitute payment in respect of the provision of unused services shall be refunded.

Availability

Unless otherwise stated, the services featured on this website are only available within the United Kingdom, or in relation to postings from the United Kingdom. All advertising is intended solely for the United Kingdom market. You are solely responsible for evaluating the fitness for a particular purpose of any downloads, programs and text available from this site. Redistribution or republication of any part of this site or its content is prohibited, including such by framing or other similar, or any other means, without the express written consent of the Company. The Company does not warrant that the service from this site will be uninterrupted, timely or error free, although it is provided to the best ability. By using this service you thereby indemnify the company, its employees, agents and affiliates against any loss or damage, in whatever manner, however caused.

Log Files

We use IP addresses to analyse trends, administer the site, track users' movements and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. Additionally for systems administration, detecting usage patterns and troubleshooting purposes our web servers automatically log standard access information including browser type, access times/open mail, URL requested and referral URL. This information is not shared with third parties and is used only within this company on a need-to-know basis. Any individually identifiable information related to this data will never be used in any way different to that stated above without your explicit permission.

Cookies

Like most interactive websites this Company's website [or ISP] uses cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. Some of our affiliate partners may also use cookies.

Links to this website

You may not create a link to any page of this website without our prior written consent. If you do create a link to a page of this website you do so at your own risk and the exclusions and limitations set out above will apply to your use of this website by linking to it.

Links from this website

We do not monitor or review the content of other Parties websites which are linked to from this website. Opinions expressed or material appearing on such websites are not necessarily shared or endorsed by us and should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content of these sites. We encourage our users to be aware when they leave our site and to read the privacy statement of these sites. You should evaluate the security and trustworthiness of any other sites connected to this site or accessed through this site

yourself, before disclosing any personal information to them. This company will not accept any responsibility for any loss or damage in whatever manner, however caused, resulting from your disclosure to third parties of personal information.

Copyright Notice

Copyright and other relevant intellectual property rights exist on all text and images that relate to the company's services and the full content of this website.

Communication

We have several different email addresses for different queries. These and any other contact information, can be found on our contact us link on our website or via Company literature or via the company's stated telephone or mobile telephone numbers.

This Company is registered in England and Wales, Number: GB **11557880**, Registered office: Unit 5-7 Westgate Industrial Park, Tintagel Way, Walsall, WS9 8ER

Force Majeure

Neither party shall be liable to the other for any failure to perform any obligation under any Agreement which is due to an event beyond the control of such party including but not limited to any Act of God, terrorism, war, Political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, earthquake, flood or any other natural or man-made eventuality outside of our control, which causes the termination of an Agreement or Contract entered into, nor which could have been reasonably foreseen. Any party affected by such event shall forthwith inform the other Party of the same and shall use all reasonable endeavours to comply with the terms and conditions of any Agreement contained herein.

Waiver

Failure of either Party to insist upon strict performance of any provision of this or any Agreement or the failure of either Party to exercise any right or remedy to which it, he or they are entitled hereunder shall not constitute a waiver thereof and shall not cause a diminution of the obligations under this or any Agreement. No waiver of any of the provisions of this or any Agreement shall be effective unless it is expressly stated to be such and signed by both Parties.

General

The laws of England and Wales govern these Terms and Conditions. By accessing this website and using our services/buying our products, you consent to these Terms and Conditions and to the exclusive jurisdiction of the English courts in all disputes arising out of such access. If any of these terms are deemed invalid or unenforceable for any reason (including, but not limited to the exclusions and limitations set out above), then the invalid or unenforceable provision will be severed from these terms and the remaining terms will continue to apply. Failure of the Company to enforce any of the provisions set out in these Terms and Conditions and any Agreement, or failure to exercise any option to terminate, shall not be construed as waiver of such provisions and shall not effect the validity of these Terms and Conditions or of any Agreement or any part thereof, or the right thereafter to enforce each and every provision. These Terms and Conditions shall not be amended, modified, varied or supplemented except in writing and signed by duly authorised representatives of the Company.

Notification of Changes

The Company reserves the right to change these conditions from time to time as it sees fit and your continued use of the site will signify your acceptance of any adjustments to these terms. If there are any changes to our privacy policy, we will announce that these changes have been made on our home page and on other key pages on our site. If there are any changes in how we use our site customers' Personally Identifiable Information, notification by e-mail or postal mail will be made to those affected by this change. Any changes to our privacy policy will be posted on our website 30 days prior to these changes taking place. You are therefore advised to re-read this statement on a regular basis.

These terms and conditions form part of the Agreement between the client and ourselves. Your accessing of this website and/or undertaking of a booking or Agreement indicates your understanding, agreement to and acceptance, of the Disclaimer Notice and the full Terms and Conditions contained herein. Your statutory Consumer Rights are unaffected.

Complaints procedure

If you would like to make a complaint please contact us at Info@acropharmacy.co.uk. All complaints will be ultimately reviewed by the Superintendent Pharmacist.