

South East Salts

Terms and Conditions

At South East Salts, we are committed to providing high-quality water softener salt sourced from authorized distributors. As a reseller, we do not manufacture the products ourselves, but we stand behind the quality and condition of the items we deliver.

Please review our policy below regarding order cancellations, delivery timescales, delivery procedure, refunds and returns and product quality concerns.

Order Cancellations

Cancellation before dispatch:

Free of charge

Cancellation after dispatch:

Not possible

Delivery Timescales

We aim to deliver within 2-4 working days.

Delivery timeframes are estimates only and are not guaranteed. Delivery may be affected due to factors beyond our reasonable control, including but not limited to traffic disruptions, adverse weather conditions, labour shortages, supply chain issues, operational constraints, or incorrect delivery information provided by the customer.

Delivery Procedure

Deliveries are made to the customer's front door only. Staff are unable to enter properties or blocks of flats.

Where possible, delivery times will be arranged in advance. If the customer is not available at the agreed time, the goods may be left at the delivery address outside the property. In these cases, delivery will be deemed complete once the goods have been placed outside the delivery location.

SE Salts is not responsible for any loss, theft, or damage to goods after delivery has been completed, including where goods are left outside of the property due to the customer's unavailability.

Limitation of Liability

As a reseller of products supplied by third-party distributors and manufacturers:

Our liability is limited to the value of the purchased goods.

Non-Returnable Items

We cannot accept returns or offer refunds for:

Opened or partially used bags

Bags subjected to improper storage after delivery

Bags damaged due to incorrect handling by the consumer

Orders delivered to an incorrect address provided by the customer

Change of Mind Returns

Due to the nature of our products:

Opened bags cannot be returned for hygiene and safety reasons.

Unopened and unused bags may be returned within 7 days of delivery, subject to:

Approval from our team

Return shipping arranged and paid by the customer

Passing inspection upon return

Product Quality Concerns

If you believe there is a quality issue or manufacturing defect with the product, you must notify

SE Salts immediately. Customers should provide:

Photographs and/or videos demonstrating the issue;

The relevant order number.

SE Salts reserves the right to investigate all quality-related claims and may consult the product distributor or manufacturer as part of that investigation.

Where a manufacturing defect is confirmed, SE Salts may, at its discretion and in accordance with applicable consumer rights, provide a replacement product, partial refund, or full refund.

For all refund requests, please contact us on southeastsalts@gmail.com or WhatsApp on

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