

## **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.

## **Price Match Guarantee**

We are a retailer, not a wholesaler. Our Price Match Guarantee applies only to retail-sized orders up to:

- Tablet Salt: Maximum 10 bags per order
- Block Salt: Maximum 25 bags per order

The Price Match Guarantee does not apply to orders exceeding these quantities.

To request a price match:

1. The lower offer must be from a retailer (not a wholesaler) and must relate to the same product type and the same quantity as the order being placed with us.

2. Send us either:
  - A link to an online offer; or
  - A written quotation from the supplier, clearly showing the supplier's name and contact details.
3. We will review and verify the offer.
4. If the offer is verified, we will provide either:
  - A discount code for use at checkout; or
  - An invoice reflecting the matched price.

We reserve the right to refuse any price match request that cannot be verified or does not meet the above conditions.

### **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](mailto:southeastsalts@gmail.com) or WhatsApp on +44 7438 386020