



Becx Beauty Terms & Conditions

1. As a Makeup & Beauty Client

To make sure all clients have the best possible experience and treatments, we have a few standard terms and conditions.

1.1 Cancellation Policy

While we know life can throw unexpected issues your way, we like to think of ourselves as fair and reasonable, which is why we ask for at least a 48-hour notice for all cancellations. Cancellations made with less than 48 hours' notice will be asked to pay 50% of your booking price charge, while cancellations made less than 24 hours from your appointment will have to pay full price of your booking to be paid. This is to be paid by bank transfer within 5 working days of the cancellation.

No shows will also be asked to pay the full price of the booking, this will have to be paid by bank transfer within 5 working days of the cancellation.

Bridal & occasion makeup bookings are non-refundable and non-transferable, this also includes any trials.

1.2 Late Arrivals

If you are late for your appointment, it may interfere with your treatment. All appointments will end at their scheduled time and treatments may be altered to ensure the next client will not be delayed.

1.3 Payment

Payment is accepted by cash, bank transfer or online booking at www.becxbeauty.co.uk. Bank transfers must be made before or during your appointment and not after.

1.4 Patch Testing

Patch testing is required for eyebrow and eyelash tinting at least 24 hours before your appointment. If there is a gap of 12 months or more between your tinting, you will require a new patch test. Let us know immediately if you have any reactions to your patch test.

The eyelash glue used for false eyelashes contains latex, therefore it is not suitable for clients with latex allergies.

We reserve the right to change these terms and conditions at any time but will notify you in advance of such changes.

1.5 Offers

Offers on the website, or on the Bex Beauty social media channels, are for the defined date only. Once the offer period has ended the treatments will revert to their normal price.

1.6 Complaints Procedure

We care very much about ensuring all our clients leave their appointments feeling content. If there's any reason you feel unhappy with a treatment or service, you are entitled to raise a complaint. If you have a grievance at your appointment you must let us know so we can deal with it appropriately on the day. If this is not possible, an email or Facebook message must be sent within 24 hours including photographic evidence. When raising a complaint, you may be required to attend an appointment to provide evidence. Payments will not be refunded for treatments without following the complaints procedure and providing evidence.

1.7 Price Alteration

We reserve the right to alter prices without prior notice.

1.8 Data Protection

Personal details taken from clients are kept safe and confidential. For full details please read the Privacy Policy found on the Bex Beauty website.

1.9 Smoking

We will not perform any mobile treatments while clients smoke. Please wait until after we leave.

1.10 Medical Conditions and Health

Please inform us immediately of any medical conditions or health issues, including pregnancy, prior to your booking as some treatments may not be appropriate for you. When we arrive for your treatment you will be asked about your medical history. Existing clients are required to inform us of any changes between appointments.

1.11 Children

Due to our insurance, we cannot accommodate children under 16 years of age unless their parent/guardian is present and has provided consent.

1.12 Personal Items

We cannot be held responsible for personal belongings which are lost or damaged. It is your responsibility to ensure personal items are safely stored during your treatment.

2 As an Online Consumer

To make sure all online consumers and customers have the best possible experience, we have a few standard terms and conditions. Bex Beauty may be referred to as the seller, and the consumer may be referred to as the buyer.

2.1 Price

We take reasonable care to ensure that the prices of goods are correct at the time when the relevant information was entered onto the system. Prices for our goods may change from time to time, but changes will not affect any order which we have confirmed.

It is always possible that, despite our reasonable efforts, some of the products on the Online Store may be incorrectly priced. If we discover an error in the price of the products you have ordered we will inform you of this error and we will give you the option of continuing to purchase the product at the correct price or cancelling your order.

2.2 Payments

At the moment, payments can be taken through the www.becxbeauty.co.uk website by Visa, Visa Debit and PayPal.

We reserve the right to reject or cancel any orders which do not comply with these terms even if your credit or debit card has been charged (and will refund in full any amounts paid by you in respect of the order).

2.3 Orders

All Orders are subject to acceptance and availability. Upon placing an order with The Seller, the Buyer will receive an order acknowledgement and subsequent update email(s). Receipt of the acknowledgement and these emails does not confirm that the order has been accepted by The Seller.

Order acceptance and the creation of the contract between The Seller and the Buyer will start at the time the products ordered by the Buyer are despatched to be delivered to the address supplied by the Buyer.

The Seller will take all reasonable care in accordance with applicable laws, in so far as it is in its power to do so, to keep the details of the Buyers Order and payment secure. In the absence of negligence on its part (and, subject to applicable laws, including laws relating to data protection and privacy) The Seller cannot be held liable for any loss suffered by The Buyer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Online Store.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Online Store; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

2.4 Delivery

Any date or period for delivery shall be considered as indicative only. It is our policy to try to despatch all orders within 5 working days. Any products not available at the time of your order will

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www.becxbeauty.co.uk

be sent to you, as soon as possible, when received from the supplier. In any case, delivery will be made within 30 days after the date we accept your order.

If there are delays in the delivery caused by the supplier, the carrier or any other third party, then Becx Beauty will contact you as soon as possible to let you know and, provided we do this, we will not be liable for such delay. If there is substantial delay, you may end the contract detailed in the cancellations section.

At the moment, we only deliver within the United Kingdom. Orders will be delivered via Royal Mail standard delivery.

2.5 Client Drop Off Option

At the checkout, there is an option for "Client Drop Off" to avoid postage costs if the customer is a Becx Beauty client with an appointment booked within 30 days of the order date. The customer will not have to pay postage costs and the order will be brought to the customers next beauty booking (within 30 days of the order date).

If the customer does not make an appointment with Becx Beauty within 30 days of the order date, the customer will be liable for collecting the parcel or paying postage costs - at Becx Beauty discretion.

If you are not a Becx Beauty client and do not have an appointment booked, your order will be cancelled without prior notice, and a refund will be made in full.

If a customer would like to cancel or return their order, the customer is required to follow the returns and cancellations policy in the terms & conditions.

2.6 Passing of Risk

The Buyer will assume risk of the products ordered once they have been delivered to the address specified on the order. The Seller will have no liability for undelivered parcels where the Buyer provides an incorrect or invalid delivery address and/or fails to collect the order from the delivery address specified following our reasonable efforts to contact you to deal with this.

Where goods have been received damaged, a full refund will be made if we are notified of the problem within 30 days of delivery by email. You will then be required to return the goods together with their original packaging to The Seller.

2.7 Defects

The Products shall be owned by you once we have received payment in full for the Products. The Buyer shall inspect the goods within a reasonable time after their receipt. The Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality. The Customer shall notify the seller by email if the goods are faulty or misdescribed and shall be entitled to a full refund, to get the product repaired or replaced, or to get some of their money back.

2.8 Returns

If the goods are to be rejected, the Buyer shall comply with the return procedure as defined here.

The Buyer must follow the returns policy as set out in the terms & conditions or on the delivery & returns section of the website becxbeauty.co.uk. This requires emailing Becx Beauty

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(becxbeauty@outlook.com) to notify their intentions of returning goods, the reasoning behind it, and any supporting images.

In cases where the rejection of the goods is due to a defect or discrepancy in the order, the Buyer is entitled to a full refund within 30 days of the date of delivery of the products. The Buyer must notify The Seller within 30 days of delivery and return the product to The Seller before the refund can be issued.

We will examine the returned product and will notify you of and process your refund within a reasonable period of time and, in any case, within 14 days of the day we confirm to you that you were entitled to a refund for the defective product. Products returned by you because of a defect will be refunded in full.

In cases where the rejection is due to an incorrect order from the Buyer or to dissatisfaction (where we are not at fault), the Buyer is entitled to a partial refund (full refund of the goods less any postage costs), unless the order is cancelled within the cooling off period, in which case a full refund will be given. However, the Buyer will be responsible for the cost of returning the item to The Seller. Goods must be returned to The Seller before the partial refund can be issued.

2.9 Cancellations

Cancellations which are not due to a defect or discrepancy are only accepted if the Buyer complies with the following cancellation procedure and then follows the Returns Procedure.

Within 14 days after receipt of the goods, the Buyer must contact The Seller in via email and, following which, they must be returned to us within 14 days of you telling us you want to change your mind. The goods must be 'as new' and unused, in original undamaged packaging, including all items and free gifts received. It is the Buyer's responsibility to take reasonable care of the products until their return to The Seller. The Seller will consider that the Buyer has not taken reasonable care if the goods have been used in a way or extent, exceeding what a customer would similarly examine the goods in a retail shop prior to purchase and will be entitled to deduct an amount reflecting any such reduction in value due to your use. Any refund will be made within 14 days of receipt of the Buyer's returned products.

We will not accept returns or cancellations through messages on social media.

2.10 Liability

We only supply the products for domestic and private use. You agree not to use the product for any commercial, business or re-sale purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

2.11 Data Protection

Personal details taken from clients and customers are kept safe and confidential. For full details please read the Privacy Policy found on the Becx Beauty website

2.12 Complaints Procedure

We care very much about ensuring all our customers get the best service. If there is any reason you feel unhappy with a service or product you are entitled to raise a complaint. If you have a grievance you must get in touch and let us know so we can deal with it appropriately. Complaints regarding the website, online shop or buying of products must be made in via email to becxbeauty@outlook.com.

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