

# Terms & Conditions

For Physical Products from Mind Full Shop

Thanks for visiting Mind Full Shop. I'm Lisa Lloyd-Jones, and I've put together these Terms & Conditions to explain how things work when you order physical products from my website. I've tried to keep the legal jargon to a minimum whilst making sure we're both protected.

Please do read through these before you place an order. By ordering from us, you're agreeing to these terms. If anything's unclear or you have questions, just drop me an email at [info@MindFullHub.co.uk](mailto:info@MindFullHub.co.uk) — I'm always happy to help.

## Who We Are

Mind Full is run by me, Lisa Lloyd-Jones. You can reach us at

[info@MindFullHub.co.uk](mailto:info@MindFullHub.co.uk), and our website is [www.MindFullHub.co.uk](http://www.MindFullHub.co.uk)

These Terms & Conditions apply to all physical products (like our aromatherapy gift sets, journals and other resources) that you purchase through our website.

## Who Can Order From Us

You need to be at least 18 years old to place an order with us. By ordering, you're confirming that you're legally able to enter into a contract.

## How Ordering Works

### When you browse our shop:

- The products and descriptions you see are there to help you choose, but they're not a legal offer from us — think of them as an invitation for you to make an offer to buy
- All products are subject to availability
- Colours and sizes in photos might vary slightly from what arrives (screens show things differently, and natural products can vary a bit)

### When you place an order:

- You'll go through our checkout process step by step
- You'll be able to check and correct any mistakes before you submit your order
- Once you submit your order, you're making an offer to buy from us
- Please double-check everything before you click that final button — it's your responsibility to make sure the details are correct

### After you've ordered:

- You'll receive an Order Confirmation email from us
- This is when a legally binding contract forms between us

- If we spot any mistakes in your order confirmation, please let us know straight away

Occasionally, we might not be able to accept an order (perhaps an item's sold out or there's a pricing error). If that happens, we'll let you know as soon as possible and won't charge you.

## Prices and Payment

The prices you see on our website are the prices you pay. Any delivery charges will be shown clearly before you complete your order.

We take payment by card when you place your order. Your payment is processed securely, and we'll take the money either immediately or before we dispatch your items.

If any discounts or promotional codes were applied to your order, they'll be reflected in your final price.

## Delivery

### Where we deliver:

We currently deliver within the UK (England, Wales, Scotland, Northern Ireland, the Isle of Man, and the Channel Islands). If you're outside these areas and would like to order, please get in touch and we'll see what we can arrange — though you may need to cover any import duties or taxes.

### When you'll receive your order:

- We aim to get your order to you within 30 days of your order confirmation
- If there's a specific timeframe mentioned when you order, we'll stick to that

### If your delivery is delayed:

I'll always do my absolute best to get things to you on time. If something goes wrong and your order is late, you have the right to ask for a refund or a reduction in what you paid. If delivery was essential by a certain date and we've missed it, you can cancel the order and get a full refund.

### When your order arrives:

- The items become your responsibility once they're delivered to you or collected by you
- Please check your items as soon as you can after they arrive
- If you're not there to receive your delivery and we can't leave it safely, we might need to charge reasonable storage and redelivery costs

**Ownership:** Just to be clear for legal reasons — you don't technically own the goods until we've received your full payment. If payment is overdue or there are bankruptcy issues, we reserve the right to take the goods back.

## Returns and Refunds

I really hope you love what you've ordered, but I completely understand that sometimes things don't work out. Here's how returns and refunds work:

## **Your Statutory Rights**

First and foremost, you have legal rights as a consumer that protect you. These include:

- Products must be of satisfactory quality
- Products must be as described
- Products must be fit for purpose (including any specific purpose you told us about before ordering)
- When you buy online, you have the right to cancel within 14 days just because you've changed your mind

Nothing in our returns policy takes away these statutory rights — we're just giving you additional flexibility on top of what the law already provides.

## **Changing Your Mind (14-Day Cancellation Right)**

You can cancel your order within 14 days of receiving it, no questions asked. This is your legal right as an online shopper.

### **To cancel:**

- Email us at [info@MindFullHub.co.uk](mailto:info@MindFullHub.co.uk) within 14 days of receiving your order
- Include your name, order number, and which items you want to return
- You don't need to give a reason, but it does help us improve if you let us know

### **Important notes about cancellation:**

- This right doesn't apply to items made to your specifications or clearly personalised for you
- It also doesn't apply to items that deteriorate or expire rapidly (like certain fresh or perishable goods)
- You'll need to return the items to us within 14 days of telling us you want to cancel

## **Our Returns Process**

Whether you're using your 14-day cancellation right or returning something for another reason, here's what needs to happen:

### **Items must be:**

- Unused and in their original packaging
- In the same condition you received them (though you can open packaging to check the product, just as you would in a shop)

### **You're responsible for:**

- The cost of returning items to us (unless they're faulty or not as described)
- Any reduction in value if you've handled the items more than necessary (beyond what you'd do in a shop to check them)

## What Happens After We Receive Your Return

Once your returned item arrives with us:

- We'll check it over (usually within 10 working days)
- We'll email you to confirm we've received and accepted your return
- We'll process your refund within 14 days

### Your refund will include:

- The full price you paid for the item(s)
- Standard delivery charges (if you paid them)
- Any discounts that were applied

We'll refund you using the same payment method you used to order. If there's been any damage to the product caused by unnecessary handling (beyond what you'd do in a shop), we might need to deduct something for that loss in value.

If something's not right with your return — perhaps the item's been used or the packaging is damaged — I'll get in touch to let you know. We might be able to offer a partial refund, or you can have the item sent back to you (you'd cover the return postage in that case).

## Exchanges

If you'd rather swap something for a different scent, size, or product, just let us know when you email about your return.

- Tell us exactly what you'd like instead
- If it's available and the same price, we'll send it once we receive your return
- If it's a different price or out of stock, we'll refund you instead and you can place a new order

## Faulty or Incorrect Items

If something arrives faulty, damaged, or not as described, please contact us immediately at [info@MindFullHub.co.uk](mailto:info@MindFullHub.co.uk). This is covered by your statutory rights, which means:

- We'll arrange collection at no cost to you
- You'll get a full refund or replacement
- We'll cover all return costs

Quality matters to me, so if anything's not right, I genuinely want to know so I can sort it out for you and improve things going forward.

## Your Privacy and Personal Information

Your privacy is really important to me. I handle all your personal information in line with UK GDPR (General Data Protection Regulation).

### What this means:

- I'll tell you why I'm collecting your information and what I'll use it for

- I'll only use your data for the purposes I've told you about
- I'll keep your information secure
- I'll respect your rights to access, correct, or delete your personal data

For full details about how I handle your data, please see our Privacy Policy at [www.MindFullHub.co.uk/privacy-policy](http://www.MindFullHub.co.uk/privacy-policy).

I may contact you by email about your order, and by placing an order you're agreeing to receive these communications. If you have any questions or concerns about your data, email me at [info@MindFullHub.co.uk](mailto:info@MindFullHub.co.uk)

## **What We're Responsible For (And What We're Not)**

I need to be clear about our legal responsibilities:

### **We are responsible for:**

- Death or personal injury caused by our negligence
- Fraud or fraudulent misrepresentation
- Any other liability that the law doesn't allow us to limit

### **We're not responsible for:**

- Loss that wasn't reasonably foreseeable when you placed your order
- Business losses (because I'm selling to you as a consumer, not as a business)

## **If Things Go Wrong**

Life happens, and sometimes things are genuinely beyond anyone's control — severe weather, pandemics, strikes, or other unexpected events. If something like this delays or prevents us from fulfilling your order:

- I'll let you know as soon as I reasonably can
- Our obligations will be suspended for as long as necessary
- Your cancellation and refund rights remain protected

## **Ending the Contract**

Either of us can end the contract in certain circumstances:

### **You can end it if:**

- We've seriously breached these terms and haven't fixed it within 30 days of you telling us
- We're subject to bankruptcy or liquidation

### **We can end it if:**

- You've seriously breached these terms and haven't fixed it within 30 days of us telling you
- You're subject to bankruptcy proceedings

If the contract ends for any reason, any remaining rights and obligations we both have will continue (like payment obligations or refund rights).

## General Legal Bits

### Transferring rights:

Either of us can transfer our rights and obligations under this contract to someone else. If we do, we'll still be liable for our obligations.

### Which law applies:

These Terms & Conditions are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can bring any disputes to the courts there instead.

## Problems or Complaints?

I really hope everything goes smoothly, but if you're unhappy about anything, please don't hesitate to get in touch. I want to sort things out for you.

- Email us at **info@MindFullHub.co.uk**
- I aim to respond within 5 working days with a solution

I genuinely believe in working things out directly and keeping communication open and supportive — just as I would want if the situation were reversed.

## Questions?

If anything in these Terms & Conditions is unclear, or if you have any questions at all, please email me at **info@MindFullHub.co.uk**. I'm here to help, and I promise to keep things straightforward and supportive.

Thanks for supporting Mind Full.

Your trust means the world to me.

Lisa

**Lisa Lloyd-Jones**  
Founder, Mind Full

*Last updated: November 2025*