

## FRESHLY COSMETICS, S.L.- CONDITIONS OF SALE

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Welcome to [freshlycosmetics.com](https://freshlycosmetics.com)

The purchase of our products through the website [www.freshlycosmetics.com](https://www.freshlycosmetics.com) (which we will call "website" or "freshlycosmetics.com") will be regulated by the following Conditions of Sale.

If you have any questions regarding the Conditions of Sale, please contact our [Customer Love Team](#).

### 1. IDENTIFICATION DETAILS

Our website, [freshlycosmetics.com](https://freshlycosmetics.com), is a domain owned by FRESHLY COSMETICS, S.L., a Spanish company based in Reus, Calle Nicaragua, 34, registered in the Tarragona Business Registry in volume 2.899, 18, page T-48804, and holder of the tax code number B-55666143 (from now on it will be "FRESHLY COSMETICS").

The activity of FRESHLY COSMETICS consists in selling cosmetic products online on its website, and offline in the Freshly Store.

### 2. HOW TO BUY ON THE WEBSITE

#### MINIMUM AGE

To purchase our products through the website you need to be over 18 years old.

#### PRICES

The products will be sold at the price indicated on the website, when the customer confirms the order.

All prices are inclusive of the Value Added Tax (VAT) in force, but exclusive of shipping costs, which vary depending on the amount of products purchased and the country of delivery.

## PURCHASING PROCESS

First of all, choose the product(s) you wish to purchase. To do so, you will simply need to go to the corresponding sections of the menu that you will find on the top of the page, and choose the one that includes the products you are looking for.

By clicking on each product, you can choose the quantity you wish and add it to your shopping cart. Each product has a page with all the necessary information on benefits, results, ingredients, how to use it, and helpful customers' reviews.

Once you have added the products to your shopping cart, you can continue shopping by adding other products or changing the quantity. Once done, you can proceed with the purchase by clicking on "**CHECK OUT**". Remember: if you have a coupon code, you have to apply it in the space provided and click on "**APPLY**" before finalising your order. Please also note that coupons are not cumulative, hence they cannot be used in conjunctions with other offers.

Remember! If you are a FRESHLY MEMBER you can always enjoy exclusive benefits on your purchases such as 30% OFF, exclusive discounts, fast and free delivery, special gifts, and exclusive access to the Freshly video platform.

Next step is to enter your order shipping details. You can also indicate your delivery and/or billing address, select the delivery and payment method. In addition, in the address section you will also find the "Wrap as a gift" option, should you wish to choose it. Personal data entered on the website will be treated in accordance with our [Privacy Policy](#).

You can also leave a message for the courier, to inform them about anything related to the delivery address and time. You can also do the same with FRESHLY COSMETICS, in case you'd like to receive your order into two different boxes, add a note to your order, etc..

If you have reached this step of the purchase process and you have not yet applied your coupon, don't worry. On the right, you will see a summary of your order where there is a space to enter your discount code. Remember to click on "**ADD**" to apply the coupon code.

Next, select your shipping and payment method. You can choose between credit/debit card or Paypal.

Before proceeding with the payment, we ask you to carefully read and accept these Terms of Sale and our [Privacy Policy](#) by clicking on "**I have read and accept the Terms of Sale**", "**I have read and accepted the Privacy Policy**". Finally, click on "**FINISH ORDER**".

Once the payment process has been completed, you will receive an order confirmation email, which will also enclose the invoice.

Should you have any doubts or questions, please feel free to email us at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com) and we will be happy to help you.

### **3. SHIPMENT INFORMATION**

#### **DELIVERY TIMES**

We want you to enjoy your products as soon as possible, hence we offer to deliver your parcel within 24/48h, from Monday to Friday. If the order was placed before 12pm, your order will be prepared and shipped on the same day. If the order was placed later than 12pm, or over the weekend, your order will be prepared and shipped on the following working day. Although we always work hard to ensure that you will be able to receive your parcel within the time frame mentioned, please note that during promotional periods, launches, and special discounts days, such as Black Friday and Cyber Monday, deliveries may take longer than usual.

In order to know when your order will be shipped, please check your email inbox. The logistic company will send you your order confirmation by email and SMS indicating the estimated delivery date. If you place your order on a working day before 1pm, you may receive it on the following working day, otherwise, the deadline will be extended by one more day. On weekends or on public holidays, shipments are managed on the next working day.

#### **How does the delivery work and what happens if I'm not at home when the delivery is attempted?**

The courier will leave a delivery note in your mailbox, as long as they can access it, to inform you they have attempted to deliver your order. If this is not possible, you'll be notified via SMS, email or telephone to schedule another delivery. If you need any help, please email us at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com), and we will be happy to assist.

\*Customs management may require the package to be opened.

#### **Can I track my order?**

Of course! When your order is shipped, you will receive an email and an SMS from the delivery company with a tracking link, via which you will be able to track your order at all times, and make any amendments to your delivery, should you wish to.

#### **Can I choose the time slot to receive my order?**

You can request a time slot, in which you prefer to receive your order (ie morning or afternoon), by leaving a message for the courier in the space provided before completing your purchase. DHL will make every effort to deliver your parcel at your preferred time, however we cannot guarantee it, as this will depend on the route they will have to follow on that day. On the other hand, you will also be

able to also choose to collect your parcel at a pick up point in your area, should there be any available, via the tracking link of your order.

#### **What if I entered the wrong delivery address?**

We always recommend checking if you have entered the right address before completing your order. If you realise you have entered the wrong details, please email us as soon as possible at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com). If your order has already left our logistics centre, the change of address, might cause 24/48-hour delays in the delivery. Don't forget to check all the fields!

#### **4. INTERNATIONAL SHIPPING**

We ship all over the European Union, except CROATIA, SLOVAKIA, CEUTA and MELILLA, CYPRUS, MALTA and NORWAY. We offer free shipping always and with a delivery time of 24/48h.

We also ship to Monaco, with the same conditions.

We want you to enjoy your products as soon as possible, hence we offer to deliver your parcel within 24/48h, from Monday to Friday. Although we always work hard to ensure that you will be able to receive your parcel within the time frame mentioned, please note that during promotional periods, launches, and special discounts days, such as Black Friday and Cyber Monday, deliveries may take longer than usual.

When your order is shipped, you will receive an email from the delivery company with a tracking link, via which you will be able to track your order at all times, and make any amendments to your delivery, should you wish to.

If you place your order at the weekend or on public holidays, it will be shipped on the following working day. If you have any questions or concerns about your order, please email us at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com).

#### **Public holidays**

On the following days our logistics centre will remain closed, and therefore our team will not be able to prepare any orders, until the following working day. We apologise for any inconvenience caused.

Holiday calendar 2020:

January 1st and 6th

April 10th and 13th

May 1st

June 24th

August 15th

September 11th

October 12th

November 1st

December 6th, 8th, 25th and 26th

## **5. PAYMENT INFORMATION**

The payment will be requested at the last stage of the purchase process, after entering all your card details and clicking on "**FINISH ORDER**".

### **Payment Options**

You can pay by Visa, Visa Electron, MasterCard, American Express or PayPal. Visa, Visa Electron, MasterCard, American Express and PayPal. Once you have selected the card payment you prefer, enter all your card details in the secure payment section Adyen. If you prefer to pay with PayPal, select this payment method and click on "FINISH ORDER". You will then be redirected to the PayPal page to proceed with the payment.

The Aplázame service is valid only for shipments to Spain.

If you choose to pay with Aplázame, a window will open and you will have to indicate your ID card. Please note that this option is only available for credit cards. It gives you the option to pay in instalments for up to 4 months at a time, with no interest or fees.

If for any reason you can't complete your purchase, email us at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com) and we will be happy to help.

Once you have completed all the steps with the payment option you have chosen, you will be redirected to the FRESHLY COSMETICS website, where you will see the message that confirms you have successfully completed your order. At this point, the amount of your purchase will be deducted from your bank or PayPal account, and you will receive an order confirmation email.

## **6. RIGHT OF WITHDRAWAL: DISCOVER OUR RETURN POLICY**

Last updated 22/07/2020

**Have you changed your mind about your purchase? No problem, returning it is very easy!**

If you changed your mind about your order or you have received the wrong product, don't worry! You can return products within 60 days. They have to be in the same condition in which you received them, that is closed and in their original packaging. Remember that if it's a pack, you can't return just some of the products, but the whole pack. The return will always be free of charge, except for the Canary Islands and the United Kingdom, where customs duties apply.

As soon as we receive your products, we will check their condition and contact you to proceed with the refund. In order for us to manage it, please email us at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com) or fill in this form with all the details of your order, and we will tell you how to proceed.

Once we receive your return, we will check that everything is correct and contact you to confirm the refund processing. In such cases, within 14 days we will refund the amount paid for the returned product(s) (including any initial shipping costs). The refund will be made using the same payment method chosen at the time of finalising the order.

We will not refund the payment in the following cases:

- Products damaged due to misuse or negligence.
- Products not purchased on Freshly website.
- Used products whose packaging has been opened and/or tampered with.

**Product warranty in case of default or not matching purchase reference**

If this happens, we will take charge of the whole process very easily and without any cost to you. Send an email to [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com) with the order details and a photograph of what you have received, so that we can solve it quickly.

Once we receive the returned products, we will check them through a quality control.

- If the quality control confirms the non conformity or defects of the returned product, we will contact you to confirm the handling of the refund. In these cases, within a maximum of 14 days we will refund you all costs incurred: the amount paid for the product(s) to be returned, any initial shipping costs and those generated by the return. The refund will be made using the same payment method chosen at the time of the order.
- If after quality control, no non conformity or defect is detected, we will refund the price of the product plus the initial shipping costs, but not the return costs.

## **7. ORDER CANCELLATION**

### **I have just made a purchase but I wish to cancel it, what can I do?**

Email us at [hello@freshlycosmetics.com](mailto:hello@freshlycosmetics.com) as soon as possible, and we'll be happy to help. Please ensure that you include in the email the details of your order (ie confirmation code and full name).

If the order has not been prepared yet, we can cancel it and refund the full amount of the purchase. If the order is already being processed or has been sent, you should follow the return process.

## **8. INFORMATION ON THE PROCESSING OF PERSONAL DATA**

If you wish to know how we process the personal data we collect through our website, please see our Cookie Policy and [Privacy Policy](#).

## **9. APPLICABLE LAW AND DISPUTE RESOLUTION**

These Terms of Sale comply with the provisions of Spanish law.

If you are a resident or citizen of the European Union, for the resolution of disputes that may arise from the interpretation, validity and application of these Terms and Conditions of Sale, you can access the online Dispute Resolution Platform of the European Commission, by the following link:

<https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>

Alternatively, you can also go to the Courts of Justice which are competent under the applicable law.