

## Gift Terms and Conditions

- Helen Westendorp Ltd (“we” “us” and “our”) trading as Essence Gardens. Company registered number 5741453 of Hawkley Cottage, Fidges Lane, Eastcombe, Glos. GL6 7DQ.
- “Gift Package” refers to the Gift Certificate and free gift in it’s gift wrapping. “Service” refers to the delivery of the service referred to in the Gift Package.
- The prices quoted include delivery of the Gift Package and no VAT is payable.
- If the service is to be received more than 50 miles from GL6 7DQ then a mileage charge of 40p/mile is made for the additional miles (above 50).
- If the travel time is above 1.5 hours each way the price of the Gift Package will need to rise to cover the extra travel time. Please call to discuss your requirements.
- The Gift Package prices are valid until Sept 2009.
- The Service can be booked up to 18 months from date of issue of the Gift Certificate.
- Out of date Gift Certificates may still be valid at our discretion and a small admin fee may be payable.
- In the unlikely event of any Gift Package or part of a Gift Package being unavailable, a substitute will be made which will be the same value or higher. If the replacement is not to your liking, you can return it for a full refund. In this case we will pay for the return postage.
- You will receive written confirmation of your order and a copy of the T&C’s with your Gift Package.
- Neither Crabtree and Evelyn nor Snowhill Lavender endorse Helen Westendorp Ltd or Essence Gardens.

### The cooling-off period and cancellations

- You have the right to cancel within seven days after the Gift Package has been delivered. A full refund will be given - simply return the whole Gift Package in it’s original packaging, you bear the cost of return postage. Do not forget to include your name, address, and who the refund cheque should be made payable to.
- We will aim to reimburse you as soon as possible and certainly within 30 days.

### How to order

- By phone: call Helen on 01452 770680 to discuss and place your order. We will go through the desired Gift Package, who the gift is for and any special message you’d like printed on the Gift Certificate.
- Payment is required on placement of order by cheque made payable to Helen Westendorp Ltd and sent to Hawkley Cottage, Fidges Lane, Eastcombe, Glos. GL6 7DQ.
- Your Gift Package will be dispatched by first class post once your funds have cleared.
- The Gift Package recipient should call Helen on 01452 770680 to arrange an appointment for the service to be delivered.
- We will keep a hard copy of your contract and can send you a copy if required.
- English is the language which will be used to complete the contract.