

Terms & Conditions

This page (together with the documents referred to on it) tells you the terms and conditions (**Terms & Conditions**) on which we supply any of the products (Products) listed on our website www.superdrug.com (the **Site**) to you. Please read these Terms & Conditions carefully before ordering any Products from the Site. You should understand that by ordering any of our Products, you agree to be bound by these Terms & Conditions. You can print a copy of these Terms & Conditions by selecting the print option from the "File" menu of your browser. Please also note that the use of the Site is subject to the terms contained in the Website Terms of Use, which apply whether or not you order any Products from the Site. You should also read our Privacy Policy.

1. Information about us

The Site is operated by Superdrug Stores plc (we / us). We are registered in England and Wales under company number 00807043 with our registered office at 118 Beddington Lane, Croydon, Surrey CR0 4TB. Our VAT registration number is 777947160.

2. How the contract is formed between you and us

2.1 You may place an order to purchase a Product advertised for sale on the Site by following the onscreen prompts after clicking on the item you are interested in. You will have an opportunity to check and correct any input errors in your order up until the point at which you submit your order by clicking the "Pay Now" button on the "Payment Options" page. No amends can be made to your order after this point.

2.2 After placing an order, you will receive an e-mail from us acknowledging that we have received your order and giving you an order number and a summary of your order. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to us to buy a Product. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an e-mail that confirms that the Product has been dispatched (the Dispatch Confirmation). The contract between us will only be formed when we send you the Dispatch Confirmation.

2.3 The Contract will relate only to those Products whose dispatch we have confirmed in the Dispatch Confirmation. We will not be obliged to supply any other Products which may have been part of your order until the dispatch of such Products has been confirmed in a separate Dispatch Confirmation.

2.4 We may choose not to accept your order for any reason and we will not be liable to you or to anyone else in those circumstances.

2.5 We may be unable to process your order if:
(a) the Product you ordered is out of stock or discontinued; or
(b) there is a problem with authorisation of your method of payment.

3. Delivery

3.1 We will deliver the Products to you in accordance with the delivery option specified by you when you placed your order (e.g. express or standard delivery).

3.2 We will dispatch all Products comprised in your order at the same time albeit on some occasions in multiple packages. We will deliver directly to the delivery address specified in your order. Please see Delivery Information for details of where we deliver and the available delivery options. We cannot deliver items within the same order to multiple addresses. We are not responsible for any additional carrying or positioning of products ordered.

4. Risk and Ownership

4.1 Once delivered, the Products ordered will become your responsibility and, except in relation to Products that are damaged or faulty when delivered or have been incorrectly delivered, we will not accept any liability for their loss, damage or destruction after they have been delivered.

4.2 Ownership of the Products will only pass to you on: delivery of the Products; or us receiving full payment of all sums due in respect of the Products (including delivery charges), whichever is the later.

5. Price and Payment

5.1 The price of any Products will be as quoted on the Site from time to time, except in cases of obvious error.

5.2 These prices include VAT but exclude delivery costs. Delivery costs will be added to the total amount due once you have selected a delivery service from the available options. These are set out in Delivery Information.

5.3 Prices are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a Dispatch Confirmation.

5.4 We cannot complete your order until you have paid for it in full. Payment can be made by most major credit or debit cards, by completing the relevant details on the "Payment Options" page. You can make payment in part via redemption of your Beautycard points. Please see Beautycard Terms & Conditions for further details.

5.5 By using a credit/debit card to pay for your order, you confirm that the card being used is yours. All fields indicated as compulsory must be completed. Please note that we will only use your information in accordance with our . All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your card refuses to authorise payment we will not accept your order and we will not be liable for any delay or non-delivery and we are not obliged to inform you of the reason for the refusal. We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment in accordance with your order.

5.6 The Site contains a large number of Products and it is always possible that, despite our best efforts, some of the Products listed on the Site may be incorrectly priced. We will rectify any such errors as soon as possible once we become aware of them. If a Product's correct price is different from the price stated on the Site, we will normally, at our discretion, either contact you for instructions before dispatching the Product, or reject your order and notify you of such rejection.

5.7 The Site may offer 'Web Exclusive Prices' on selected Products which will be cheaper than prices in our stores.

6. Our Cancellation, Returns and Refund Policy

6.1 Except in relation to the Products specified in the next paragraph, you may cancel your order (or any part of it) at any stage before the Products are delivered to you, and up to 14 days after receipt. To cancel your order prior to confirmation of dispatch you can either (a) complete and return the cancellation form to customer.relations@superdrug.com or (b) click [here](#) to contact our Customer Services team. To cancel an order after confirmation of dispatch there is no need to contact us. You can simply follow the Returns Procedure.

6.2 You may not cancel your order if the Products are (a) perishable items (e.g. food and baby milk); (b) medicines; (c) personalised for you; or (d) sealed Products which are not suitable for return due to health or hygiene reasons if unsealed after delivery, unless such Products were damaged or faulty when delivered to you or have been incorrectly delivered.

6.3 Where you decide to cancel an order after we have dispatched the Products, you will be under a duty to return them to us, at your own risk. We will not be responsible for any loss or damage to the Products in transit. All such Products should be returned within 14 days of receipt of the Products. Until such time as they are returned, you must retain possession of the Products and take reasonable care of them.

6.4 You should return the Products to us unused (except to the extent reasonably necessary to examine them or where the Superdrug 100% Happiness Guarantee applies), and in the same condition in which you received them together with the original Product packaging, in accordance with our Returns Procedure. We will bear the cost of you returning the Products to us providing the parcel is sent from a UK address and does not exceed 5kg in weight and 61cm x 46cm x 46cm in size. Any parcels that exceed the weight and size will be charged at standard Royal Mail charges.

6.5 After you cancel your order and return the Products we will reimburse you all sums debited by us including the cost of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). We may make a deduction from the reimbursement for loss in value of any Products if the loss is a result of unnecessary handling by you. This would include for example the unsealing of sealed products but excludes Products subject to the Superdrug 100% Happiness Guarantee. We will notify you of your refund via e-mail within a reasonable period of time. We will make the reimbursement using the same method originally used by you to pay for your purchase. Refunds for Products purchased as gifts can only be given to the credit/debit card of the person who placed the order. We will process the refund due to you as soon as possible and, in any case, within the earlier of (a) 14 days of the day we receive back the Products from you; (b) 14 days of the day you provide us with evidence that you have returned the Products; or (c) where no Products were dispatched 14 days of the day you provide your notice to cancel the order.

6.6 If any Product you purchase is damaged, faulty or incorrect, when delivered to you we may offer an exchange or refund as appropriate, in accordance with your legal rights. If you believe a Product is faulty, you should return the Product to us in accordance with the Returns Procedure.

6.7 Our policy on cancellations, returns and refunds does not affect your statutory legal rights. If you have any questions regarding returns, please Contact Us.

7. Our liability

7.1 We are under a legal duty to supply Products that are in conformity with the contract. We accept no liability for any loss which is not reasonably foreseeable or for any business loss (which includes loss of profits, contracts, goodwill, opportunity and other similar losses).

7.2 This does not include or limit in any way our liability for death or personal injury caused by our negligence, or our responsibility for fraudulent misrepresentation and any other liability that cannot, under English law, be excluded.

7.3 You must follow any advice we give you to keep Products we supply to you safe (including any instructions or product manuals provided with the Products). We cannot accept liability for damage to Products we have supplied which is caused by your failure to follow this advice.

7.4 Nothing in this section 7 or elsewhere in our Terms & Conditions affects your statutory legal rights.

8. Notices

Any formal legal notices should be sent to us at our Customer Services address set out in the Contact Us section.

9. Events outside our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by events outside our reasonable control.

10. General

10.1 If any of these Terms & Conditions are declared invalid, unlawful or unenforceable, then that provision shall be deemed to be deleted from these Terms & Conditions and the remaining provisions shall remain in full force and effect.

10.2 We have the right to revise and amend these Terms & Conditions from time to time without prior notice by changing them on the Site, provided that any such change will not affect any purchases you have made before the change is implemented.

10.3 Failure by us to enforce a right does not result in waiver of such right. You may not assign or transfer your rights under these Terms & Conditions.

10.4 You and we agree that English law applies to these Terms & Conditions and that any dispute between us arising out of or in connection with these Terms & Conditions will only be dealt with by the English courts, unless you are resident in another part of the United Kingdom, in which case the applicable law of that part of the United Kingdom will apply and any dispute will be brought before the courts there. We are required by law to inform you that purchases can be concluded in English only and that no public filing requirements apply.

11. Contact Us

If you experience problems with ordering from the Site or have any questions with regard to an order, please feel free to Contact Us.

12. Updates

These Terms & Conditions were last updated in May 2014.