

Horsessentials Limited online shopping general terms & conditions

- *Important note:*

Our products are designed to improve the well-being of your horse on a daily basis. They are not medications and are not intended as a substitute for veterinary advice. If in any doubt about your horse's health, you should consult your veterinarian as only he or she can correctly advise on the diagnosis and recommend the treatment that is most appropriate. Our products may nevertheless be used as a preventive measure, or to complement a veterinary treatment in case of an established condition.

- *About ordering online:*

To order online, just select any items that you wish to buy and add them to the shopping cart by clicking on the "shopping cart" icon. You may check the contents of your shopping cart at any time by clicking on "shopping cart" in the navigation menu and delete any unwanted item, modify the quantities for each item ordered or change the currency of payment (please note that you cannot select more than one currency of payment for any given order and customers inside the European Union may only select the British Pound or the Euro as their currency of payment).

After you have finished shopping, go to the shopping cart page and, provided you are happy with the contents of your cart, click on "check out" (please note that you must confirm that you have read our general terms and conditions and that you accept them by checking the relevant box prior to clicking on "check out"). If you are a new customer, you will then be asked for a few details such as your email address, name, phone number, postal address, etc. If you are an existing customer, you will be able to retrieve your contact details by entering your email address and password. Once you have confirmed your contact details, a summary of your order will be displayed. If correct, press "confirm". If not, go back to the shopping cart page or personal information page and amend as necessary.

Once you have confirmed your order, you will be directed to our secure payment page, where you will be able to make your payment. For maximum security, your credit card details will be encrypted using Secure Socket Layer (SSL) and transferred to the HSBC Secure ePayments Card Processing system for treatment. Your credit card details will not be viewed or stored by Horsessentials Limited.

Once your payment has been authorised, the following message will appear on your screen "Thank you ! Your payment has been authorized. Your order has been registered and will be shipped as soon as possible. If you have any question regarding your order, please contact us at info@horsessentials.com and quote the following reference number". You will also receive a confirmation of your order by email.

Once your order has been shipped, your credit card will be debited by the amount of your order and you will receive an invoice by email.

If you need any further help or have any additional queries about ordering online, please send us an email at info@horsessentials.com.

We hope you will find browsing and shopping on our website an enjoyable experience. If you incur any problem, please let us know and we will do our best to solve it as quickly as possible.

1. Prices:

Prices are given in Euros, in British Pounds or in US Dollars and are inclusive of VAT at the rate of 19.60%. For orders delivered outside of the European Union, no VAT will be charged.

Prices may vary from time to time without notice. Prices shown on the website at any given time will apply to any online order made at such time.

2. Payment conditions - European Union customers:

Payment by debit or credit card charge (Visa, MasterCard, Visa Debit, Visa Electron, Solo, American Express), Solo, American Express).

For maximum security, customers' card details will be encrypted using Secure Socket Layer (SSL) and transferred to the HSBC Secure ePayments Card Processing system for treatment. They will not be viewed or stored by Horsessentials Limited.

Payments will be accepted in British Pounds or Euros only.

3. Payment conditions - customers outside of the European Union:

Payment by debit or credit card charge (Visa, MasterCard, Visa Debit, Visa Electron, Solo, American Express).

For maximum security, customers' card details will be encrypted using Secure Socket Layer (SSL) and transferred to the HSBC Secure ePayments Card Processing system for treatment. They will not be viewed or stored by Horsessentials Limited.

Payments will be accepted in British Pounds, Euros or US Dollars.

4. Deliveries:

Without prejudice to the provisions of paragraph 11 below, risk of damage to or loss of the goods shall pass to the customer upon dispatch. Unless specifically provided otherwise in writing by Horsessentials Limited, transportation will be made at the risk and at the expense of the customer. Transported goods will not be insured, unless specifically requested by the customer. In such event, any insurance costs will be added to the invoice total.

Horsessentials Limited cannot guarantee a given delivery date or guarantee that goods will be available for delivery. If any goods ordered are unavailable, Horsessentials Limited will notify as soon as reasonably practicable the relevant customer and inform him of the earliest possible date of dispatch. Such customer will be entitled to cancel the relevant order in whole or in part. No cancellation will be accepted once goods have been dispatched but goods may nevertheless be returned as described in paragraph 9 below.

5. Shipping and handling - Deliveries to France:

Shipping and handling charges for deliveries to France (excluding DOM & TOM) are calculated as follows:

For orders in Euros:

- packages from 0 to 2 kg: € 5 (inclusive of VAT)
- packages above 2 kg and up to 5 kg: € 8 (inclusive of VAT)
- packages above 5 kg: € 10 + € 1 per kg in excess of 5 kg (inclusive of VAT)

Delivery will be free for orders in excess of € 80 (inclusive of VAT and exclusive of shipping costs), provided the total weight of the order does not exceed 10 kg.

For orders in British Pounds:

- packages from 0 to 2 kg: £ 5 (inclusive of VAT)
- packages above 2 kg and up to 5 kg: £ 8 (inclusive of VAT)
- packages above 5 kg: £ 10 + £ 1 per kg in excess of 5 kg (inclusive of VAT)

Delivery will be free for orders in excess of £ 80 (inclusive of VAT and exclusive of shipping costs), provided the total weight of the order does not exceed 10 kg.

6. Shipping and handling - Deliveries to European Union countries other than France and to Switzerland:

Shipping and handling charges for deliveries to European Union countries other than France (excluding DOM & TOM) are calculated as follows:

For orders in Euros:

- packages from 0 to 2 kg: € 8 (inclusive of VAT)
- packages above 2 kg and up to 5 kg: € 15 (inclusive of VAT)
- packages above 5 kg: € 30 + € 4 per kg in excess of 5 kg (inclusive of VAT)

Delivery will be free for orders in excess of € 100 (inclusive of VAT and exclusive of shipping costs), provided the total weight of the order does not exceed 10 kg.

For orders in British Pounds:

- packages from 0 to 2 kg: £ 8 (inclusive of VAT)
- packages above 2 kg and up to 5 kg: £ 15 (inclusive of VAT)
- packages above 5 kg: £ 30 + £ 4 per kg in excess of 5 kg (inclusive of VAT)

Delivery will be free for orders in excess of £ 100 (inclusive of VAT and exclusive of shipping costs), provided the total weight of the order does not exceed 10 kg.

For deliveries to Switzerland, the customer will remain liable for any custom duties or charges that may be due.

7. Shipping and handling - Deliveries to the United States and Canada:

Shipping and handling charges for deliveries to the United States and Canada are calculated as follows:

For orders in Euros:

- packages from 0 to 2 kg: € 15 (exclusive of VAT)
- packages above 2 kg and up to 5 kg: € 30 (exclusive of VAT)
- packages above 5 kg: € 40 + € 5 per kg in excess of 5 kg (exclusive of VAT)

Delivery will be free for orders in excess of € 200 (exclusive of VAT and shipping costs), provided the total weight of the order does not exceed 10 kg.

For orders in British Pounds:

- packages from 0 to 2 kg: £ 15 (exclusive of VAT)
- packages above 2 kg and up to 5 kg: £ 30 (exclusive of VAT)
- packages above 5 kg: £ 40 + £ 5 per kg in excess of 5 kg (exclusive of VAT)

Delivery will be free for orders in excess of £ 200 (exclusive of VAT and shipping costs), provided the total weight of the order does not exceed 10 kg.

For orders in US Dollars:

- packages from 0 to 2 kg: \$ 20 (exclusive of VAT)
- packages above 2 kg and up to 5 kg: \$ 40 (exclusive of VAT)
- packages above 5 kg: \$ 54 + \$ 7 per kg in excess of 5 kg (exclusive of VAT)

Delivery will be free for orders in excess of \$ 250 (exclusive of VAT and shipping costs), provided the total weight of the order does not exceed 10 kg.

In all circumstances, the customer will remain liable for any custom duties or charges that may be due.

8. Shipping and handling - Other deliveries:

For deliveries to countries other than the ones listed in paragraphs 5 to 7 above, shipping will be charged based on actual costs incurred plus a flat handling fee of £4, €5 or \$7.50, depending on the currency of the order.

Shipping charges shown in the order confirmation will be for indicative purposes only. Prior to shipment of the order, the shipping charges applicable and expected delivery time will be confirmed to the customer by email. Upon confirmation of acceptance by the customer, the order will be shipped and the customer's credit card will be debited.

In all circumstances, the customer will remain liable for any custom duties or charges that may be due.

9. Returns:

Unless specifically provided otherwise, all goods ordered online benefit from our Money-Back Guarantee. This means that customers may cancel any purchase of goods within 7 working days of receiving such goods, by giving written notice of their decision by letter, fax or email. Unless goods are defective or have been sent in error, any return postage will be for the account of the customer. Provided that the goods are returned in their original state, Horsessentials Limited will refund the full sales price (exclusive of shipping and handling costs) as soon as reasonably practicable following receipt of the returned goods and in any case within a maximum period of 30 days. The Money-Back Guarantee shall not apply to damaged goods or goods that have been altered in any way compared to their original state. The Money-Back Guarantee shall also not apply when goods have been purchased pursuant to a special offer or special promotional sale.

Returned goods should be suitably packed and labelled and should be sent to the following address:

HORSESENTIALS
c/o V. Chassaing
4 rue des Lombards
75004 Paris
France

Customers should retain a proof of dispatch and are advised that Horsessentials Limited will not provide any compensation in the event of any loss or damage during return transit.

10. Alternative ways of ordering:

Ordering online is the safest and most efficient way of ordering. However, customers wishing to order by fax may do so at the following number:

- from within the UK: 0 2080 825420
- from outside of the UK: +44 2080 825420

Customers wishing to download an order form from the website may do so by clicking on "order form" on the website's menu bar (Adobe Acrobat is required for this purpose). Alternatively, customers may request an order form by e-mail at info@horsessentials.com.

Customers may also order by post using the same order form. Mail orders should be sent to the following address:

Horsessentials Limited
3 Queen Street
Ashford, Kent TN23 1RF
England

11. Right of ownership:

All goods will remain property of Horsessentials Limited until full payment thereof. Customers are not entitled to resell to any third party, pledge or charge by way of security, any goods that have not been fully paid for.

12. Privacy policy:

To offer the best possible service to its customers, Horsessentials Limited will retain the address and contact details of each customer placing an order online. It is the policy of Horsessentials Limited not to disclose customers' information to third parties.

13. Complaints:

Complaints about our services or the quality of our products may be made in writing, by fax or by telephone at the following address:

Horsessentials Limited
3 Queen Street
Ashford, Kent TN23 1RF
England
Tel: +44 (0) 7919 350440
Fax: +44 (0) 2080 825420

14. Copyright / Trademark:

The logo [horsessentials](#) and the contents of this website and any files downloadable from this website (including the product catalogue) are subject to a copyright owned by Horsessentials Limited. Any use or reproduction of these materials for any purpose whatsoever is strictly forbidden unless it has been expressly authorized in writing in advance by Horsessentials Limited.

Horsessentials is a registered trademark.

15. Additional legal information:

Additional legal information about this website may be found by clicking on “legal” on the website’s menu bar.

16. Downloading these general terms and conditions:

Customers wishing to download these general terms and conditions may do so by clicking [here](#) (Adobe Acrobat is required for this purpose). Alternatively, customers may request a copy of these general terms and conditions by email at info@horsessentials.com.