

Beauty, Massage & Complementary Therapies iPamper

iPamper T&C's

Deliveries

Free Delivery for all orders over £30 or more. Standard UK delivery £4.00 *

All our products are sent out by Royal Mail 1st or 2nd Class or similar carrier*. International Delivery £15*

We aim to process and dispatch all orders between 3-5 working days*.

(*This excludes all Tropic products. Please refer to their T&C's on my Tropic website shop www.tropicskincare.com/helenclark)

Refunds

Due to the nature of the products that we sell, we will not offer a refund unless the product is faulty, damaged or causes a reaction to the skin**. Photographic evidence must be provided in any of these incidences.

(**This excludes all Tropic products. Please refer to their T&C's on my Tropic website shop www.tropicskincare.com/helenclark)

Free Product Gift Offers

Are subject to change, subject to availability and while stocks last. You may also receive a substitute or similar product to the one advertised in the offer.

iPamper Discount Vouchers

Cannot be used in conjunction with any other offer or discount, or on Tropic Products.

Treatments

A 50% non-refundable deposit per person is required to book pamper packages or pamper parties. If a minimum of 24 hours cancellation notice is given, this deposit can be transferred to another date.

We ask that all guests arrive 15 mins before their treatment start time to sign in at reception and fill out a treatment record card.

If you are late to your appointment, we may have to cut your treatment time down or rebook for another time.

50% of all treatment costs will be charged for failure to notify us 24 hours in advance of cancellation or change in appointment day and time.

Please notify us of any medical conditions, allergies such as nuts, fish, and any product ingredients e.g. Essential oils.

For any other information or requests please do not hesitate to contact us.