

THE HIPPIE VEGAN – TERMS AND CONDITIONS

Please read our terms and conditions. If you do not agree to anything stated – please do not use our website or purchase any of our products.

OUR PRODUCTS & SERVICE

The Hippy Vegan currently sells a range of wax melts and candles. Each product is listed on our website with a full description and price. Wax melts are available in hearts and snap bars all year round. The Hippy Vegan offers special shapes and gift boxes throughout the year.

It is very important for The Hippy Vegan to be as sustainable as possible. All packaging used is eco-friendly and biodegradable. We use reusable silicone moulds to make all of our wax melts and any glitter used to decorate is biodegradable, plastic free and made from vegetable starch.

ALL wax melts and candles are CLP compliant and will come with the relevant labelling. Safety Data Sheets (SDS) are available on request.

Our registered address is;

85 Blenheim Road

Deal

Kent

CT14 7DE

The Hippy Vegan social media pages;

INSTAGRAM – the_hippievegan

FACEBOOK – The Hippy Vegan

WARRANTIES

Our products must be kept in a cool place, away from direct sunlight. We use a blend of coconut and rapeseed wax which is a very soft wax. Failure to keep away from direct sunlight may cause wax melts and candles to melt. If stored correctly – our products will stay in the same condition, holding the same scent for up to 2 years.

LIABILITY

The Hippy Vegan will not be held liable for any loss, damage or injury occurred through using our products or services. We ensure every order includes safety information stickers and care cards. We strongly advise you to read these before using any of our products. You are responsible for your own safety and use our products at your own risk.

PRICES AND PAYMENTS

WIX hosts The Hippy Vegan online store. WIX provides a safe space for payment and The Hippy Vegan will NEVER see or have access to any of your card details. We also offer payment through PayPal. Again, we will never see or have access to any card details.

The Hippy Vegan will not dispatch any items until payment has been fully received. All of our product prices are listed next to each product on our website. These prices may change at any given time and we do not have to provide you with any notice.

TIMELINE FOR DELIVERY

The Hippy Vegan uses Royal Mail to post orders. We will always include our delivery time on each of our products and will do our best to fulfil that time frame. If any orders are delayed, we will contact you as soon as possible to discuss this. The Hippy Vegan does not take any responsibility for delays in Royal Mail delivery times. The Hippy Vegan will email you as soon as your order has been dispatched.

Local delivery is £1 and we will be in touch to arrange a suitable delivery time and date. We aim to deliver within 2-3 days of receiving your order.

Local collection is free. We will be in touch to arrange a suitable collection time and date. We aim to have your order ready for collection within 2-3 days of receiving your order. Please contact us as soon as possible if you would like to collect before that time frame.

PRIVACY POLICY

Privacy Policy

The Hippy Vegan

Our contact details

The Hippy Vegan

Blenheim Road, Deal, Kent

07718483299

thehippievegan@hotmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (e.g. name and contact details)
- Username and password (to enable users to make an account)
- Payment Details (The Hippy Vegan does **NOT** see or store card details. WIX is used to host The Hippy Vegan online store and gives us a secure space to save details. WIX privacy policy can be found here – <https://www.wix.com/about/privacy>)

We collect this information through our trusted website provider – WIX. All of the information collected is what you provide us with. When making a purchase from The Hippy Vegan, you are consenting us to have access and store personal information. Personal information can include; name, address, email address, phone number, payment details. We collect this information to ensure we have contact information about your orders and to be able to post out your orders. Payments are always through a secure network and The Hippy Vegan will never have access to your card details. Personal information will be stored by The Hippy Vegan for as long as you have an account with us.

Personal information may be shared with third parties, listed below.

- WIX hosts The Hippy Vegan and provides a base for us to sell our products. WIX privacy policy can be found here <https://www.wix.com/about/privacy>
- Royal Mail is used to deliver your order safely and securely. Royal Mail privacy policy can be found here <https://www.royalmail.com/business/privacy-policy/>

ALL personal information will be held securely and inline with the Safety Data Protection Act 2018. The Hippy Vegan will always ask for consent before using any pictures and reviews on our website and social media platforms.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Contact us

Please get in touch with The Hippy Vegan if you have any queries regarding your personal information or our privacy policy. You can do this by emailing thehippievegan@hotmail.com, or directly messaging us through our website and social media platforms. Instagram – @the_hippyvegan

Facebook- The Hippy Vegan

IF YOU DO NOT AGREE WITH OUR POLICIES, PLEASE DO NOT ACCESS OUR WEBSITE, SOCIAL MEDIA OR ANY OF OUR SERVICES.

REFUND POLICY

If you are unhappy with your order, please contact us directly. You can do this through email, phone number or any of our social media pages. Please explain why you are not happy with your order and if you wish to return/exchange your products. If you wish to return an item, you must do so within 14 days of receiving your order.

ALL items that have been returned must be unused, undamaged and in a re-saleable condition. All products will go through a thorough inspection by The Hippie Vegan before a refund is issued. The Hippie Vegan will be in touch as soon as the inspection is complete to discuss your refund. The Hippie Vegan is not able to refund postage costs. The buyer is responsible to pay for refund postage costs.

If an item has been damaged on the way to you, please contact The Hippie Vegan as soon as possible. We will exchange the item and you will not be charged any additional postage costs.

Contact details

- Email: thehippievegan@hotmail.com
- Facebook: The Hippie Vegan
- Instagram: @the_hippievegan
- Phone: 07718483299

BY MAKING A PURCHASE THROUGH THE HIPPIE VEGAN, YOU AGREE TO ALL OF THE TERMS AND CONDITIONS ABOVE.