

TERMS OF SERVICE

1. Site Content

1.1 This website is operated by Remedium Enterprise Ltd. Throughout the site, the terms "we", "us" and "our" refer to Remedium Enterprise Ltd. Remedium Enterprise Ltd offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

2. Use of Content

2.1 By visiting our site and/ or purchasing something from us, you engage in our "Service" and agree to be bound by the following terms "Terms of Service", including those additional terms of service and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content. Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the Terms of Service of this agreement, then you may not access the website or use any services.

3. Governing Law

3.1 These Terms of Service shall be governed by and construed in accordance with the law of England and you hereby submit to the exclusive jurisdiction of the English courts.

3.2 By agreeing to these Terms of Service, you represent that you are at least the age of consent in the majority in your state or country of residence. You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws). You must not transmit any worms or viruses or any code of a destructive nature. A breach or violation of any of the Terms will result in an immediate termination of your Services.

3.3 We reserve the right to refuse service to anyone for any reason at any time. You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us. The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

4. Placing an Order

4.1 You may place an order by filling in the order form on this website and by clicking the "Submit My Order" button. When you place your order, we will issue you with an order confirmation. We will do this by email.

4.2 When confirming contents of the basket, the customer will validate it definitively by payment. Order with payment obligation. The order will not be definitive until the payment of the corresponding total is paid. By placing an Order, you make an offer to us to purchase the Products you have selected. Your order implies acceptance of price and description of items available for sale and acceptance and compliance of our Terms of Service.

4.3 We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer.

5. Order Processing

5.1 You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

5.2 We will notify you that your order is being processed by sending you an Order Confirmation and invoice via email; however, we do not formally accept your offer until your order has passed our internal validation procedures for verifying the bona fides of each order placed, for the purpose of preventing credit card or payment fraud. Remedium Enterprise Ltd and its affiliates reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion. We will confirm acceptance of your order and shipment of the goods you have ordered by email. If we cannot process or accept your Order after payment is received we will contact you by email or telephone.

Goods will be dispatched within 72 hours of purchase and often on the day of purchase.

6 Delivery

6.1 Delivery of Your Order

The estimated delivery times are in business days (Monday through Friday) excluding Public holidays. Although every effort is made to ship your Order according to the estimated delivery times provided, estimated ship times may change due to changes in supply or circumstances beyond our control. If your Product has not arrived after the estimated delivery time, please contact us here. Unless otherwise agreed by us, we will deliver your Products to the address indicated on your Order Confirmation. If no-one is available to take delivery of your Products, our carrier will leave a card so you can pick-up your Product from

your local Post Office. Where delivery is by our courier service and no-one is available to take delivery, they will leave a card requesting you to telephone them to arrange a suitable time and date for delivery. We will use our reasonable efforts to deliver your Products to you within the estimated delivery time indicated on your Order Confirmation; however, we do not guarantee that we will deliver within this time frame. Please Note: In some remote/regional areas our carriers can only deliver bulky items to the nearest transport depot. In these instances you will receive notification that your delivery is available for your collection from the transport depot.

6.2 If your product is received damaged or faulty, we must be notified within three (3) week days (Monday to Friday) of receipt of your product(s). It is important that you examine your product(s) immediately upon delivery. If any item is damaged or faulty contact us at info@remedium.store or through our website. We may require photographic evidence. We will require you to return the damaged item in its original packaging

6.3 Any fees/duties charged by customs are the sole responsibility of the customer. Failure to clear custom fees will result in a returns charge, which will be deducted from the refund amount.

7 Cancellation

7.1 You can cancel your order online at any point before completion of payment. After payment your order will be processed and dispatched. If the order has already been processed and/or dispatched you will need to return the order to Remedium Enterprise Ltd, in which case shipping costs will not be refunded. Please see our returns policy above. Your statutory rights are not affected.

7.2 We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

8. Returns Policy

8.1 Our returns policy lasts seven days from the date the product was delivered. If seven days have gone by since it was delivered, unfortunately we can't offer you a refund or exchange.

8.2 To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

8.3 *Refunds (if applicable)*

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days, depending on your card issuer's policies.

8.4 Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@remedium.store

8.5 Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

8.6 Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@remedium.store

8.7 Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

8.8 Shipping

To return your product, you should email us first for at info@remedium.store You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

9 Modification to the Service and Prices

9.1 All descriptions of products or product pricing are subject to change at anytime without notice, at our sole discretion. We reserve the right to discontinue any product at any time.

9.2 We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

9.3 We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

9.4 We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

9.5 All provisions of the Terms which by their nature shall survive termination, including without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

10. Warranties

10.1 We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected. For more detail, please review our Returns Policy.

10.2 This Website is provided “as is,” with all faults, and Remedium Enterprise Ltd express no representations or warranties, of any kind related to this Website or the materials contained on this Website. Also, nothing contained on this Website shall be interpreted as advising you.

11. Limitation of Liability

11.1 In no event shall Remedium Enterprise Ltd, nor any of its officers, directors and employees, shall be held liable for anything arising out of or in any way connected with your use of this Website whether such liability is under contract. Remedium Enterprise Ltd, including its officers, directors and employees shall not be held liable for any indirect, consequential or special liability arising out of or in any way related to your use of this Website.

12. Indemnification

12.1 You hereby indemnify to the fullest extent Remedium Enterprise Ltd from and against any and/or all liabilities, costs, demands, causes of action, damages and expenses arising in any way related to your breach of any of the provisions of these Terms.

13 Intellectual Property Rights

13.1 The Website and its content (including without limitation the Website design, text, graphics and all software and source codes connected with the Website and the Services) are protected by copyright, trademarks, patents and other intellectual property rights and laws. None of the content may be downloaded, copied, reproduced, transmitted, stored, sold or distributed without the prior written consent of the copyright holder. This excludes the downloading, copying and/or printing of pages of the Website for personal, non-commercial home use only.

14 Severance

14.1 If any of these Terms of Service should be determined to be invalid, illegal or unenforceable for any reason by any court of competent jurisdiction then such Term of Service shall be severed and the remaining Terms of Service shall survive and remain in full force and effect and continue to be binding and enforceable.

15 Disclaimers

15.1 We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk. This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

16. Links to Third Party Websites

16.1 The Website/Services may include links to third party websites that are controlled and maintained by others. Any link to other websites is not an endorsement of such websites and you acknowledge and agree that Remedium Enterprise Ltd., is not responsible for the content or availability of any such sites.

PRIVACY POLICY

1. How We Use Your Information

1.1 When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.

2. What You Consent To

2.1 When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing,

we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

3. Withdrawing Your Consent

3.1 If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by emailing us at info@remedium.store

4. Disclosure

4.1 We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

5. Payment

5.1 If you choose a direct payment gateway to complete your purchase, then Remedium stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

5.2 All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

6. Links

6.1 When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

7 Security

7.1 To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

8. Contact us

8.1 If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer by email at: info@remedium.store