

Be-Active Ltd

[Jump to Section](#)[\[Home \]](#) [\[Search \]](#) [\[Site Map \]](#) [\[View Cart \]](#) [\[Checkout \]](#) [\[Contact Us \]](#) [\[Terms & Conditions \]](#)Quick Search

Username

Password

TERMS & CONDITIONS

We want people to find both using and buying from this website easy and satisfactory. When ordering product from this website or simply accessing the site, please be aware that you are agreeing to the terms and conditions laid out below. We suggest that you keep a copy of the Terms and Conditions for future reference.

These terms and conditions comply with the Consumer Protection (Distance Selling) Regulations 2000 between business and consumer. They do not affect the customer's statutory rights. They are updated periodically - any such changes take effect on the date they are posted onto the site.

PRICES & PAYMENT

- We accept payment in pounds sterling
- Payments on this web site are made through the credit and debit card transaction processing company Pay Pal. For more information on who Pay Pal are and the services they provide click the Pay Pal logo below. Through Pay Pal we accept payments using the following cards: Visa, Mastercard, Switch, Maestro, Visa Debit, Solo, Visa Electron
- Prices on this site:
 - a) Are in UK pounds sterling
 - b) Include UK VAT
 - c) Include delivery charge for Standard Delivery (for definition of Standard Delivery see 'Delivery' section below)

ORDER PROCESSING

- After an order is submitted we will send an email providing an Order Reference Number and details of the products you have ordered plus a link to our Terms & Conditions
- We will send a further email when your order has been despatched
- If an item is not in stock we will email you before processing the order
- If no longer able to supply a particular product for some reason we will send an email to inform you

DELIVERY

- All products are subject to availability; if an item is not in stock we will email you before proceeding with the order
- Our Standard Delivery time to UK mainland addresses is up to 10 working days; we endeavour, however, to despatch the goods as soon as possible
- If urgent, Special Delivery can be arranged at additional cost (subject to product availability). Please visit the Contact Us page to get in touch
- Delivery outside the UK mainland is at additional cost; please visit the Contact Us page to get in touch
- The cost of Standard Delivery is included in the price quoted (see 'Delivery' section above for definition of Standard Delivery)

CANCELLATION

- Consumers can change their mind and cancel their order within 7 working days of receipt of goods. After this period refunds are at the discretion of Be-Active Ltd. This excludes any 'custom made' or 'bespoke' products
- To exercise this right, the following process must be followed:
 1. Notify us in writing (by e-mail, fax or letter) of your wish to cancel the order and return the goods. This can be done via the Contact Us page
 2. We will process a refund as quickly as possible. Be-Active Ltd has 30 days to conduct the refund but we will endeavour to do this as soon as possible
 3. You must return the goods (please include original packaging) as soon as possible, taking care that they are not damaged in transit
 4. Return postage costs are at the customer's expense
 5. It is advisable to send returns by recorded delivery as we cannot be held responsible for items that go missing in the post
- We reserve the right to refuse or cancel orders at our discretion. If we cancel an order, it will be without charge to you and any payment taken will be re-imbursed

RETURNS POLICY:

- In the unlikely event that the goods you receive are faulty we will be happy to replace or refund them
- To exercise this right please follow the following process:
 1. Notify us in writing (by e-mail, fax or letter) of the problem you have encountered and your wish to return the goods. This can be done via the Contact Us page
 2. The goods must then be returned at the customer's expense, taking care that the goods are not damaged in transit. If found to be faulty, any postal charges incurred will be re-imbursed
 3. It is advisable to send returns by recorded delivery as we cannot be held responsible for items that go missing in the post
- Once we receive the goods we will examine them and if found to be faulty will replace or refund them accordingly. We will endeavour to do this as soon as possible
- The warranty provided does not cover faults caused by accident, neglect, misuse or normal wear and tear.

SECURITY

- Security is of paramount importance to us. We use a secure server and encrypt all your personal information, using Secure Socket Layer (SSL), including your name, address and credit or debit card details. This means your information is

encrypted into code so that it can travel securely across the Internet. A padlock symbol at the bottom of your screen indicates that you are in a secure area

- Our shopping cart (Actinic Express) and the credit / debit card transaction processing company (Pay Pal) support secure transactions so you can shop with confidence
- Any credit/debit card details entered are transmitted over a secure (SSL) link and stored using 128-bit encryption

WEBSITE

- We may suspend, restrict or terminate access to this site at any time
- Every effort is made to ensure that information contained within our website is accurate and current. However, Be-Active Ltd will not be held liable for any errors or omissions and hold the right to change prices without notice
- Occasionally, product specifications and colours can change - should this occur, we will make every effort to inform the customer and offer a similar or better product in replacement
- We work to ensure that information on this site is accurate. However, errors can occur. If one is discovered in the price or description of a product you have ordered, we will tell you and ask you whether you wish to continue with your order or cancel it
- The content of this site (both text and images) is © Copyright 2008 Be-Active Ltd and its contributors, unless otherwise stated. You may download the content for personal, non-commercial use. The content may not be otherwise copied and may not be modified.
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PRIVACY

- Be-Active Ltd respects and is committed to your privacy. We will keep any customer information provided strictly confidential
- We will not under any circumstances sell, distribute or transfer your data to any other company

COMPANY DETAILS

- Be-Active Limited is registered in England and Wales under company number 1191046. Our registered office is at St. Mary's House, Netherhampton, Salisbury, Wiltshire SP2 8PU. Our trading address is 3 The Square, Wimborne, Dorset BH21 1JA. Our VAT number is 806764611
- When you submit an order it represents simply an offer by you to purchase the products. It is not binding on us until we have notified you that the order is accepted and the goods have been dispatched by us



[Back to top](#)