**Terms and Conditions**

Welcome to the Pro Scientific Nutrition websites. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our [privacy policy](https://www.zipvitsport.co.uk/privacy-policy) govern our relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website..

The term “Pro Scientific Nutrition” or “us” or “we” refers to the owner of the website whose registered office is at Pro Scientific Nutrition, PO Box M0230, Breaston, Derby. DE72 3BU. The term “you” refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

* The content of the pages of this website is for your general information and use only. It is subject to change without notice
* This website uses cookies to monitor browsing preferences. If you do allow cookies to be used, we may collect information from you when you:
* Visit the website, and other sites accessible from the website
* Register with and buy products or services on the website
* Take part in promotions and customer surveys
* Contact us, for example in writing, call the team.
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* All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website
* Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence
* From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. We do not endorse these websites and have no responsibility for the content of the linked website(s)
* Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales

### **Delivery**

### **UK MAINLAND**

The UK mainland consists of England, Scotland (excluding Highlands & Islands) and Wales. If your order is being delivered to one of these locations then the below delivery information is relevant to you. Please note that for the purposes of this definition, Northern Ireland, Isle of Man, Scilly Isles, Scottish Highlands & Islands, Jersey and Guernsey are not considered part of the UK mainland, and for details relating to these destinations please consult our **UK Non-Mainland** information.

It’s important to note that our delivery is charged at cost or below. We have negotiated extremely low pricing with couriers based on the very large volumes of orders we ship!

No charge on deliveries and expected time of arrival should be within 3 – 5 working days

**Next day delivery** will be charged on a case by case at the price we’re given on that day, no deliveries take place on Sundays or Bank Holidays.

### **myHermes Tracked**

Despite it being a next day service we cannot be held responsible or offer any form of compensation if a delivery does not take place due to courier error or circumstances beyond our control.

If you have provided an email address and/or mobile telephone number, then on the morning your order is out for delivery, you will be emailed a one hour time window during which your delivery should take place. This is time window is not guaranteed, but serves as a good approximation of when your delivery should occur.

A signature is required upon delivery so please ensure somebody is available at the address to sign for the package.

Delivery drivers' are able to leave your order with a neighbour or in a safe place, if you specify this in the 'Courier Instructions' section at the checkout. We cannot however guarantee that your instructions will be followed, as it is entirely at the individual driver's discretion. This is why it is always best to ensure someone will be present at the delivery address to sign for the shipment.

If a non-delivery occurs then a calling card will be left detailing instructions of what will happen next. Generally the delivery will be re-attempted the very next working day.

### **UK NON MAINLAND**

The UK non-mainland consists of Northern Ireland, Isle of Man, Scilly Isles, Scottish Highlands & Islands, Jersey and Guernsey. If you are having an order delivered to one of these locations, then the following delivery information is applicable to you.

We offer a **STANDARD SERVICE ONLY** to UK non-mainland addresses.

All deliveries to UK non-mainland addresses are chargeable. Our costs in delivering to UK non-mainland addresses are significantly higher than to UK mainland addresses, which, coupled with our already low prices, makes it impossible to offer free delivery to these areas.

Delivery charges will be charged on a case by case at the price we’re given on that day

**Returns Policy**

You have the right to cancel your order for any item purchased and claim a full refund. To cancel your order, you must notify us within fourteen (14) working days following the day of delivery. The goods must be returned in an unused and re-saleable condition fourteen (14) working days after cancelling your order. Products cannot be returned if the packaging has been opened, labels removed or seals broken.

The cost for returning products/items purchased will be the responsibility of the customer. Write on your return package:-

**Pro Scientific Nutrition**

**PO BOX MO230**

**Breaston**

**Derby**

**DE72 3BU**

Also please include a brief note in the packet indicating why you have returned the order, and also the invoice sent with the order. If unclear, ring our sales team on 01332 873967 and we will be happy to help you.

If a refund has been requested, your credit or debit card, or Paypal account used to place the order will automatically be refunded upon us processing your return. We aim to do this within 14 days of you sending back your items, but it will depend on how quickly we receive them.

You will be advised by email that a refund has been processed. It can then take up to five working days for your bank to credit your account. Paypal refunds normally show back in your account within two working days.

**Can I track my parcel**

You will receive an email from us to confirm that your order has been shipped. This will have the tracking number if you have selected a courier service, and link to the carrier's website so that you can track your parcel online.

UK mainland deliveries using our free or paid standard shipping cannot be tracked. You will receive your order 3 - 5 days after you have received an email from us confirming your parcel has been shipped

**Private Policy**

This privacy policy sets out how we use and protect information that you give Pro Scientific Nutrition when you use our websites.

Pro Scientific Nutrition is committed to ensuring that your privacy is protected at all times. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this back from time to time to ensure that you are happy with any changes. This policy is effective from April 2016.

**What we collect**

We may collect the following information:

* Full name
* Contact information including email address
* Demographic information such as postcode
* On occasions other information relevant to customer surveys and/or offers
* Feedback – individual’s preference

**What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

* Internal record keeping
* We may use the information to improve our products and services
* We may send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided

**Security**

We are committed to ensuring your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable internal policies and procedures to safeguard and secure the information we collect online.

**Cookies**

We are delighted to confirm that according to our interpretation of the current guidance from the ICO (the Information Commissioners Office) our website are compliant, as standard, with the new EU Cookie Law.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

**Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

**Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

* Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
* We may use the information to improve our products and services
* If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [theteam@proscientificnutrition.com](mailto:theteam@proscientificnutrition.com)

We will not sell, distribute or lease your personal information to third parties, You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information we hold on you, please write to Customer Service Department, Pro Scientific Nutrition, PO Box M0230, Breaston, Derby. DE72 3BU.

If you believe that any information we are holding on you is incorrect please email us at info@zipvit.co.uk and we can amend your details. We will promptly correct any information found to be incorrect