



Terms and Conditions and Privacy Policy – CNP – UK/ EU

Before completing your order, we must inform you that by doing so you are consenting to our Terms and Conditions and Privacy Policy. You must be 18 years and over to place an order with us.

In placing an order with us, you are entering into a contract with Molton Brown Limited. Once the order has been placed, the order will be held at the store where the order was placed to be collected. If the order is a corporate order, a member of staff from the store where the order was placed will deliver the order provided your shipment address is within a suitable distance as agreed with Molton Brown or your order can be collected from store at the stores discretion.

We collect personal data for the purpose of processing your order and for other purposes as set out in our Privacy Policy.

If you have provided us with an email address, you consent to receiving emails from us concerning your order.

Once you give us your permission to process your payment using your card you have given us permission to process your order as requested.

To make a return you can go to a physical Molton Brown store to return the items you have purchased. Items must be unused, in a perfect resalable condition and accompanied by a valid order reference as set out in our Refund Procedure. Alternatively, you can speak to the store you placed the order with to return the items via post. Our Customer Services team will assist you to arrange your return label and have your order shipped back to us.

For more information concerning our returns policy, please ask in-store or refer to our website for further information.

Marketing Consent

You will not receive marketing communications from us unless you expressly opt-in to receive our newsletter.



FAQ

I do not agree to your T&C / Privacy Policy

I am sorry, but without providing your consent, we are unable to proceed with your order at this time.

Why can the transaction not proceed?

Molton Brown takes the privacy and security of your payment and personal details very seriously. We will ensure all applicable laws and standards are met when handling any of your personal information.

What personal data do you collect?

In order to process your order we must collect your billing address and your payment details.

You have the option to provide an email address allowing you to receive your receipt electronically otherwise you will be supplied with a physical receipt.

This information is collected for the purposes of processing your payment, fulfilling your order and preventing fraud.

We also use non-personally identifiable information i.e. the products purchased, order spend, geographic location, in order to analyze consumer spending patterns. Customer names, addresses etc, or any information which could identify you as an individual are not used in this analysis.

I do not want my data used for marketing purposes.

Any non-personally identifiable data collected during the course of a transaction is automatically used for marketing purposes, the use of such data does not need your consent as this information does not identify you personally. Any personally identifiable data collected can only be used with your consent and in accordance with our Privacy Policy and the law and therefore you will not receive marketing communications from us unless you explicitly consent to receive them. Without providing your consent to our Terms and Conditions and Privacy Policy we are unable to proceed with your order at this time.

Why do I have to enter into a contract?

Under the laws of England and Wales, if a customer makes an offer to purchase an item or service online they are deemed to be entering into a contract with the company offering the good or service.

As products purchased over the phone cannot be physically seen until they are delivered you are covered by a 14 day cooling off period under the Distance Selling Regulations. This allows you a 14 day period from the date you take possession of the goods to change your mind regarding the purchase and "cancel the contract". Should you wish to do this you would need to notify us in writing of your intention to return the products within 14 days starting from the day after you take receipt of the goods. If your request is accepted, you will then have 14 days to return the goods to us.

Can I have a copy of this contract?

We can provide you with a copy of our full Terms and Conditions and Privacy Policy which are displayed on our website in English. This information details the terms and conditions which govern your order at the time it is processed. Our terms may be updated from time to time. Any new terms will be displayed on our website.



Why has my payment been refused?

Please contact your card issuer for details on why your card was declined.

Why has my order been declined?

We may be unable, or refuse to accept your order because:

- One or more products in your order was unavailable
- We are unable to process payment for your order or your chosen payment method has been refused
- We have identified a pricing or product description error
- You have failed to meet our order eligibility criteria or have failed to comply with our terms

I've used the wrong credit card for my order – can I change the payment method?

Once your order has been placed, we're unable to change your payment method.

When will I be charged for my order?

Your credit/debit card will be charged when your order is placed.

Will you contact me by email to request my personal information?

No, we will never contact you by email to request personal details. For information of this nature, we will only contact you by telephone or in-person in one of our stores. Never send any sensitive information such as passwords or credit card information via email.

In creating a password to access certain parts of our website, you are thereby responsible for keeping it confidential. Please do not share a password with anyone.