

Last updated: 14th July 2026

Terms and Conditions of Sale

Introduction

- 1) These terms and conditions (**Terms**) apply to all orders placed on our website www.moltonbrown.co.uk (**Website**). Please read them carefully before placing an online order with us. If you do not agree to these Terms, you should not complete your purchase.
- 2) Subscription orders are governed by both these Terms and our [Subscription Service Terms & Conditions](#). Use of the Website is subject to our [Website Terms and Conditions of Use](#), which shall apply whether or not you place an order with us.
- 3) We may update these Terms from time to time by publishing the revised version on our Website. The updated Terms will apply to all orders placed after the date they are published.
- 4) Unless otherwise stated, if there is any inconsistency between these Terms and any other communications (including our advertising or promotional materials), these Terms will take precedence.
- 5) These Terms are written in and governed by the English language. Any translation provided is for convenience only (unless otherwise required by applicable law).

Placing an order

- 6) By placing an order on our Website, you confirm:
 - a) you are at least 18 years old;
 - b) you are purchasing products solely for personal use and not for resale, distribution or other commercial purposes;
 - c) all personal information you provide is true, accurate, current and complete; and
 - d) you are not impersonating another individual or entity.
- 7) You can place an order by following the on-screen prompts. You will have the opportunity to review your order and correct any errors up to the point of payment. Please ensure all details are correct before completing your purchase.
- 8) After placing an order, you will receive an email from us acknowledging receipt. This does not mean that your order is accepted. Your order is accepted only when we send an email confirming your product(s) have been dispatched (**Dispatch Confirmation**). The contract between us for the sale of a product will only be formed when we send you a Dispatch Confirmation for that product.
- 9) We may decline or cancel an order (in full or in part) at any time, before or after sending a Dispatch Confirmation, at our sole discretion and without obligation to provide a reason, unless required by law. If an order is declined or cancelled, we will email you and refund any payment made for the cancelled items.
- 10) Each order is subject to fraud checks and other mandated regulatory checks. We may require additional information or verification before accepting your order.

Products

- 11) Products are sold subject to their descriptions. While we take reasonable care to ensure accuracy, details and images on the Website may not always precisely reflect the product you receive.
- 12) Images are illustrative only. The products you receive may vary from their Website appearance, including by colour or packaging.
- 13) We may make changes to products to comply with legal requirements or to implement minor improvements, without notice. These changes will not affect product use.
- 14) All products are subject to availability. Items in your basket are not reserved until your order is processed. If a product becomes unavailable after you place your order, we will notify you and refund any payment for that item.

Pricing

- 15) Product prices are as shown on the Website, except in cases of obvious error. The price payable for your order will be confirmed in your Dispatch Confirmation, except in cases of obvious error, and will be the price of the product(s) on the date your order is processed.
- 16) We may change the price of our products at any time. These changes will not affect orders for which a Dispatch Confirmation has been issued
- 17) All prices are inclusive of VAT at the applicable local rate but exclusive of delivery charges. Delivery charges will be added to your total once you have selected your preferred delivery option. See [Delivery](#) for further information.

Payment

- 18) During checkout, you will be asked to provide payment details. All required fields must be completed. We cannot process your order until payment is authorised.
- 19) Depending on your location, accepted payment methods may include Visa, Mastercard, American Express, Klarna, PayPal and ApplePay. You may also pay (in full or in part) using a Molton Brown Gift Card or Loyalty Reward, subject to the relevant terms. See [Gift Card Terms & Conditions](#) and [Rewards Club Terms & Conditions](#) for further information.
- 20) Products remain our property until we have received payment for them in full. Legal ownership will revert to us if we refund your payment.

Delivery

- 21) Your order will be delivered by one of our selected delivery partners in accordance with the delivery option you selected at checkout.
- 22) Delivery will be made to the delivery address specified when you placed your order. We cannot deliver items from the same order to multiple addresses.
- 23) Unless required by law, delivery dates and timeframes are estimates only.

- 24) Delivery occurs when the product is delivered to the address specified in your order (or, where duties and taxes are unpaid, at the destination port). Different items in your order may be delivered on different dates.
- 25) We are not responsible for delays. If you receive a failed delivery notification, it is your responsibility to arrange a new delivery time with the courier using the details provided.
- 26) Once delivered, products become your responsibility. Except where products are damaged or faulty at the time of delivery, we will not accept liability for loss, damage or destruction after delivery.
- 27) We reserve the right to suspend or cancel delivery of any product that cannot be delivered to you.
- 28) If you choose to use alternative delivery options offered by our delivery partners (for example, opting out of a signature requirement or redirecting the parcel to a neighbour or safe place), you agree that we are not liable for any resulting loss or damage.

Duties and taxes

- 29) When ordering products for delivery outside the United Kingdom, any duties, taxes or customs clearance charges are the responsibility of the recipient. These charges vary by country and we cannot predict them. For further information, please contact your local customs office.
- 30) The recipient is considered the importer of record and must comply with all applicable laws and regulations of the destination country. Cross-border shipments may be opened and inspected by customs authorities.
- 31) For customers in Jersey, orders are subject to Jersey Goods and Services Tax (GST), which replaces UK VAT.
- 32) If you refuse or fail to accept delivery of an order (otherwise than in accordance with these Terms), you may be responsible for return costs and any additional charges incurred as a result.
- 33) We are not responsible or liable where you fails to pay duties or taxes. If duties or taxes remain outstanding without reasonable justification, they may be deducted from any refund due. You are fully responsible for claiming back duties or taxes from the relevant authority where you return goods or are otherwise eligible for a rebate.

Returns

- 34) We hope you love your order. If you do wish to return an item, please refer to our [Online Returns Policy](#) for full instructions and conditions.

Our liability

- 35) We may cancel or decline to fulfil an order, in whole or in part, without liability if fulfilling the order would be illegal (including due to export controls or sanctions) or if you do not pass our fraud or anti-money laundering checks.
- 36) We are not responsible for any failure or delay in performing our obligations under these Terms where such failure or delay is caused by a third party or circumstances beyond our reasonable control.

- 37) We are not liable for any losses that are not reasonably foreseeable or for any business related loss of any kind (including loss of profit, business, goodwill, opportunity or similar losses) resulting from or connected to your order.
- 38) Nothing in these Terms limits our liability for:
- a) death or personal injury caused by negligence;
 - b) fraud or fraudulent misrepresentation;
 - c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - d) any other liability that cannot be limited by law.
- 39) Subject to the preceding two paragraphs, our total liability to you in relation to an order (whether arising in contract, tort (including negligence), misrepresentation or otherwise) is limited to the total amount paid or payable by you for that order.
- 40) You must follow all instructions and advice provided with our products. We cannot accept liability for loss or damage caused by your failure to follow this guidance.
- 41) Although we take reasonable care to provide accurate allergen information, we cannot guarantee that products are completely free from allergens. By placing an order, you acknowledge that you are responsible for assessing product suitability. Subject to paragraph 38, we accept no liability for allergic reactions.
- 42) Nothing in these Terms affects your statutory rights as a consumer. UK customers can obtain further information about their rights from Citizens Advice.

Statutory rights

- 43) As a UK consumer, you have the following statutory rights in relation to goods supplied under a consumer contract:
- a) the goods must be of satisfactory quality;
 - b) the goods must be fit for any particular purpose you make known to us before purchase (whether expressly or by implication));
 - c) the goods must be as described; and
 - d) we must have the legal right to supply the goods.

For more information, please refer to Part 1 of the Consumer Rights Act 2015.

General

- 44) You may not assign or transfer your rights under these Terms.
- 45) The contract is between you and us. No other person has the right to enforce any of its terms and any variation does not require the consent of any third party.
- 46) If a court or other competent authority finds any part of these Terms unlawful, invalid or unenforceable, the remaining provisions will continue to apply.

47) Any failure or delay by us to exercise any right under this contract does not waive that right or any other right nor does it prevent us from exercising those rights in the future.

Governing law and disputes

48) These terms are governed by the laws of England and Wales.

49) To the fullest extent permitted by applicable law, any dispute arising out of or relating to these Terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

Privacy

50) We will process any personal data you provide to us in connection with your purchase in accordance with our *Privacy Policy*.

Contact us