

Terms & Conditions

1. Interpretation

1.1 “drpreema.com” means Dr Preema London Clinic.

Dr Preema London Clinic is the trading name of:

a. Aesthetic Life Limited, Company Registration number 07310478, registered in England, and

b. Preema Aura Limited, Company Registration number 08208966, registered in England.

The Registered office for both are: The White House, High Street Dereham, Norfolk NR19 1DR.

Our trading address is 4 Chandos Street, Marylebone, London W1G 9DH.

1.2 “Goods” means those products made available by drpreema.com that You wish to purchase, as indicated in your Order.

1.3 “Order” means orders placed in accordance with the provisions of Section 3.1.

1.4 “Site” means the website owned and operated by Dr Preema London Clinic with URL address drpreema.com

1.5 “You” means the person, firm or company who purchases Goods from the Site in accordance with the provisions of Section 3.1.

2. General

2.1 You may have other rights granted by law, including your statutory rights as a consumer and these Terms and Conditions do not affect those rights.

2.2 These Terms and Conditions supersede all previous verbal or written statements and agreements relating to the products and/or services. All information contained in our sales literature or correspondence is provided for guidance only, and does not form part of this contract, unless we agree otherwise with You in writing.

2.3 Notices served under these terms and conditions must be in writing and will be deemed to be given when personally delivered, sent by confirmed fax or 3 days after being sent by registered mail to the address set out in our Dispatch Note.

2.4 Any failure by Dr Preema London Clinic to enforce any of these terms and conditions will not affect our right to enforce the rest of those terms and conditions.

2.5 These terms and conditions may be subject to change at any time without prior notice to you.

2.6 These terms and conditions shall be governed by and construed in accordance with English Law.

2.7 These terms and conditions are copyright of Dr Preema London Clinic

3. Placing Orders

3.1 Orders must be placed: via the ordering system on the Site;

3.2 Your submission of the Order, whether submitted via the Site, represents an offer to purchase the Goods from drpreema.com. We may confirm receipt of this offer via email when placed by any of these methods. Any confirmation of receipt of the Order will not constitute an acceptance by drpreema.com of your Order.

3.3 There will be no binding contract between You and drpreema.com for the supply of Goods until the Goods have been dispatched to You by drpreema.com

3.4 You may change your Order at any time until the Goods are dispatched by contacting Dr Preema London Clinic by email, telephone or post. You must let Dr Preema London Clinic know of any changes as soon as possible, because we process orders rapidly.

4. Description and Availability of Goods and Services

4.1 All Goods advertised for sale on our Site or publications are subject to availability. If an item that You have ordered turns out to be unavailable we will inform You by e-mail or by telephone. Items are sometimes unavailable if we are waiting for deliveries from our suppliers or if our suppliers have ceased to provide these to drpreema.com.

4.2 We will not be responsible for any damage or losses that You may suffer if we fail to supply Goods.

4.3 We have attempted to display the Goods on the Site as accurately and fairly as possible but they maybe subject to minor modifications due to improvements in their function, materials used or manufacturing process.

5. Prices

5.1. Prices displayed on our Site are correct at the time of display. However we reserve the right to alter prices from time to time without notice. When we have accepted an Order we will not change the price that applies to that Order.

5.2. We make every effort to maintain prices but these may be subject to variations caused by factors beyond our control.

5.3. Prices displayed in Pounds Sterling (GBP) are inclusive of value added tax (VAT) at the current UK standard rate for purchases made within the UK.

6. Customers Obligations

6.1 By placing your Order You confirm that You are aged 18 years or older, are legally able to make purchases from drpreema.com and are not ordering on behalf of someone less than 18 years of age.

6.2 You confirm that You are not suffering from any condition that requires professional medical attention.

6.3 You agree to use your correct name, address and date of birth and to supply any other details reasonably requested.

7. Payment Information

7.1 We accept payment by credit or debit cards identified on our Site.

7.2 Credit and debit card payments are subject to validation and authorisation by the card issuer and we will not be liable for any non-delivery or delay if a card issuer refuses to authorise payment.

7.3 Transmission of your debit or credit card number and other details in relation to payment will be at your own risk. We cannot accept responsibility or liability for failures in transmission of information deletion, non-delivery or failure to store any communications by You.

8. Delivery of Goods

8.1 We will endeavour to deliver the Goods to the address which You have given drpreema.com at the time You make your purchase within 3 days (5 days if You order after 3pm (UK) on Friday.

8.2 If You require express delivery please contact Dr Preema London Clinic on 0207 221 0043

8.3 We will endeavour to ensure that the Goods are delivered by any delivery date estimated by drpreema.com but we cannot guarantee that Goods will be delivered by that date. You agree that we will not be liable to You for any loss, damage or charge incurred because of the late delivery of Goods.

8.4 The risk of damage to the Goods passes to You once they are delivered to the address specified in your instructions.

8.5 Upon delivery of Goods You should carefully inspect them. If any of the Goods are damaged or lost, please contact Dr Preema London Clinic immediately to inform them and do not use the Goods.

9. Inspection of Goods

9.1 Nothing in these terms and conditions is to be taken to exclude or restrict rights granted to you by law in respect of goods supplied. Upon delivery of the Goods You must inspect them carefully. If any of the Goods do not match the description or appear to be damaged or are missing, do not use the Goods or any items accompanying the Goods, and please contact Dr Preema London Clinic by telephone or email and inform them of the problem.

9.2 You must notify Dr Preema London Clinic immediately if there are any defects in the Goods which are apparent through inspection or use of the Goods or if You experience any difficulty in using the Goods.

9.3 If the Goods are defective on delivery, Dr Preema London Clinic shall at its absolute discretion replace such Goods or give a refund.

9.4 If the Goods are defective in accordance with any of Clauses 9.1 to 9.3, You agree to return the defective Goods to Dr Preema London Clinic in substantially the same condition as when received by you, including all items and packaging accompanying the Goods.

9.5 Subject to Clause 9.7, Dr Preema London Clinic shall pay the costs of postage, packing and delivery in relation to the repair or replacement of any Goods returned for the reasons set out in Clause 9.1 to 9.3 and shall, upon written request, reimburse You the reasonable costs of returning the defective Goods.

9.6 You will be liable for the costs of replacement Goods (including posting, packing and delivery) until the returned Goods are received by Dr Preema London Clinic.

10. Liability

10.1 Nothing in these terms and conditions is to be taken to exclude or restrict rights granted to You by law in respect of Goods supplied.

10.2 Nothing in this Agreement shall exclude or limit either party's liability for death or personal injury resulting from that party's negligence or for fraud or for any other liability that cannot by law be excluded or limited.

10.3 We do not accept responsibility for damage to Goods caused by You.

10.4 We will not be liable to any person for damage or loss arising from the use of Goods advertised on our Site.

10.5 Without prejudice to your statutory rights the information contained in this Site is provided without warranty and in particular we do not represent or warrant that the information is accurate, complete or current or that the use of this Site will be uninterrupted or error free.

10.6 We will not be responsible for claims relating to the availability of drpreema.com range, our ecommerce engine, our website, place of purchase or the success or level of sales resulting from these.

10.7 The above exclusion of liability do not apply to damage arising from personal injury or death where they result from our negligence or the negligence of our servants and agents in the course of their duty.

101.6 We will not be responsible for claims relating to the availability of drpreema.com range, our ecommerce engine, our website, place of purchase or the success or level of sales resulting from these.

10.7 The above exclusion of liability do not apply to damage arising from personal injury or death where they result from our negligence or the negligence of our servants and agents in the course of their duty.

11. Force Majeure

Dr Preema London Clinic shall not be liable for failure to comply with these Terms and Conditions owing to any act or event beyond its control including but not limited to natural disasters, Acts of God, riots, civil commotion, strikes, shortage of supplies, lock-outs, industrial action, war, disease or fire.

12. Data Protection

We take our data protection responsibilities seriously and will not share your personal information or details of your purchase with any third parties. For further information on how the Dr Preema London Clinic collects and processes your data, please see our Privacy Policy.