

PRO-VIONIC LABS LTD

TERMS AND CONDITIONS OF SALE

Effective date: 07/06/2026 | Version 3.0

These terms and conditions govern all sales of products by Pro-Vionic Labs Ltd (Company Number: 17257826 Registered in England and Wales) whose registered office is at Suite A, 82 James Carter Road, Mildenhall, IP28 7DE ("we", "us", "our") to customers via our website at www.pro-vioniclabs.co.uk ("the Website").

Please read these terms carefully before placing an order. By placing an order, you confirm that you have read, understood, and agree to be bound by these terms. If you do not agree, please do not place an order.

1. Who We Are

Pro-Vionic Labs Ltd is a company registered in England and Wales. Our registered company number is 17257826. Our registered office address is Suite A, 82 James Carter Road, Mildenhall, IP28 7DE. You can contact us by email at info@pro-vioniclabs.co.uk.

2. The Contract Between Us

When you place an order on the Website, you are making an offer to purchase goods from us. A contract is only formed when we send you an order confirmation email. We reserve the right to decline any order at our discretion.

- You must be at least 18 years old to purchase from us.
- You must ensure that the details you provide when ordering are accurate and complete.
- You are responsible for ensuring that the product you order is suitable for your intended use. Please read the product description, directions for use, and any warnings carefully before purchasing.
- We will send you an order confirmation by email as soon as practicable after your order is placed. Keep this confirmation for your records.

3. Pricing and Payment

All prices are shown in pounds sterling (GBP). Pro-Vionic Labs Ltd is not currently VAT registered. No VAT is charged on any purchase. Delivery charges are shown separately at checkout.

- Prices are correct at the time of display but we reserve the right to change prices at any time without notice. The price charged will be the price shown at the time you place your order.
- Payment is required in full at the time of ordering. We accept payment by the methods shown on the Website at checkout.
- Under the Digital Markets, Competition and Consumers Act 2024, we will not add hidden charges to your order after you have confirmed your purchase. The total price shown at checkout is the total you will pay.
- If a pricing error is discovered after your order is confirmed, we will notify you as soon as possible and offer you the option to purchase at the correct price or cancel your order for a full refund.

4. Your Right to Cancel (14-Day Cooling-Off Period)

As a consumer purchasing online, you have the right to cancel your order under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 without giving any reason, within 14 calendar days of the day after you receive your goods.

- To exercise your right to cancel, you must inform us by email at info@pro-vioniclabs.co.uk or in writing to our registered address before the 14-day period expires. Please include your order number.
- You must return the goods to us within 14 days of notifying us of your cancellation. Before returning any goods, you must contact us by email at info@pro-vioniclabs.co.uk to obtain a return authorisation and confirm the return address. Goods sent without prior email authorisation cannot be accepted. You are responsible for the cost of returning the goods unless we agree otherwise.
- Goods must be returned unused, unopened, and in their original condition and packaging. We reserve the right to make a deduction from any refund if the goods have been handled beyond what is necessary to assess their nature, characteristics, and functioning.
- We will process your refund within 14 days of receiving the returned goods or within 14 days of you providing evidence of return, whichever is earlier. Refunds will be made to the original payment method.
- The right to cancel does not apply to goods that have been opened or used, on grounds of health protection and hygiene, where the seal has been broken after delivery.

5. Delivery

We currently deliver to addresses within the United Kingdom. Delivery to other countries may be available on request — please contact us before ordering.

- Estimated delivery times are shown at checkout. These are estimates only and we cannot guarantee delivery by a specific date.
- We will make every reasonable effort to deliver within the estimated timeframe. If we are unable to deliver within 30 days of your order date, you may cancel your order for a full refund.

- Risk in the goods passes to you on delivery. Please inspect your order on receipt and notify us within 48 hours if goods have been damaged in transit.
- Glass bottle products are carefully packaged to minimise transit damage. If a glass bottle arrives broken, please photograph the damage and contact us within 48 hours at info@pro-vioniclabs.co.uk. We will arrange a replacement or refund.

6. Quality and Product Descriptions

Under the Consumer Rights Act 2015, goods must be of satisfactory quality, fit for purpose, and as described. All products sold on the Website comply with these requirements.

- Product descriptions, specifications, and claims on the Website are accurate to the best of our knowledge. We will correct any errors as soon as they are identified.
- Images of products are for illustrative purposes only. The appearance of the actual product may vary slightly from images shown.
- If you receive a faulty or incorrectly described product, you are entitled to a repair, replacement, or full refund under the Consumer Rights Act 2015. Please contact us within 30 days of delivery for a full refund, or within 6 months for a repair or replacement.

7. Safe Use — Important Product Information

Please read before use

PRO-VIONIC 10 is formulated for use on standard PVC vinyl records only. It has NOT been tested on 78rpm shellac pressings or acetate lacquers and must not be used on these formats. By purchasing this product you confirm you have read the directions for use and any warnings supplied with the product.

Keep out of reach of children. Avoid contact with eyes. Not for internal consumption. Full directions for use are supplied with every order.

We will not be liable for any damage or loss arising from use of the product other than in accordance with the directions for use supplied with the product. Nothing in these terms limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any liability that cannot be excluded by law.

8. Intellectual Property

All intellectual property rights in our Website, branding, product names (including PRO-VIONIC™), packaging, and documentation are owned by or licensed to Pro-Vionic Labs Ltd. You may not copy, reproduce, or use any of our intellectual property without our prior written consent.

9. Our Liability

We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach, but we are not responsible for any loss or damage that is not foreseeable.

- We do not exclude or limit our liability to you where it would be unlawful to do so, including liability for death or personal injury caused by our negligence, fraud, or any matter that cannot be excluded or limited by law.
- We are not liable for business losses. We supply products for domestic and private use. If you use the products for any commercial or business purpose, our liability to you is limited to the purchase price of the product.
- We are not responsible for damage to equipment arising from misuse of our products or use contrary to the directions supplied.

10. Complaints

If you have a complaint about any product or service, please contact us in the first instance by email at info@pro-vioniclabs.co.uk. We will acknowledge your complaint within 2 working days and aim to resolve it within 14 working days. If you remain dissatisfied, you may refer your complaint to an Alternative Dispute Resolution (ADR) scheme or to the courts.

11. Governing Law

These terms are governed by the laws of England and Wales. Any disputes arising from these terms or any purchase made on this Website will be subject to the exclusive jurisdiction of the courts of England and Wales, except that if you are a consumer resident in Scotland or Northern Ireland, you may bring proceedings in those courts.

12. Changes to These Terms

We may update these terms from time to time. The version in force at the date of your order will apply to your purchase. The current version of these terms is always available on our Website. Continued use of the Website after changes are published constitutes acceptance of the updated terms.

13. Entire Agreement

These terms constitute the entire agreement between you and us in relation to your purchase and supersede all previous agreements, representations, or understandings between us relating to the same subject matter.

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