

Terms & Conditions

Last updated: 21/06/2026

These Terms & Conditions govern your use of our website and the purchase of products from Lakes Cosmetics Limited. By using our website or placing an order, you agree to these Terms & Conditions.

1. About Us

Lakes Cosmetics Limited

Rydal Holme Rydal, Ambleside, LA22 9LR

Email: [Email Address]

2. Products

We make every effort to ensure that product descriptions, images, and pricing are accurate.

As our products are handcrafted in small batches, slight variations in appearance, colour, texture, or packaging may occur. These variations do not affect product quality and are not considered defects.

3. Orders

When you place an order, you will receive an order confirmation email. This email acknowledges receipt of your order but does not constitute acceptance.

We reserve the right to refuse or cancel an order for any reason, including product availability, pricing errors, suspected fraud, or circumstances beyond our reasonable control.

4. Prices and Payment

All prices are displayed in Pounds Sterling (£).

Payment must be received in full before goods are dispatched.

We reserve the right to change prices at any time, although changes will not affect orders already placed and accepted.

5. Delivery

We aim to dispatch orders within the timeframes stated on our website.

Delivery times are estimates only and cannot be guaranteed.

We are not responsible for delays caused by postal services, couriers, customs procedures, severe weather, or other events outside our reasonable control.

Risk in the goods passes to you upon delivery.

6. Returns and Refunds

Your rights regarding returns, cancellations, and refunds are set out in our Refund Policy and Delivery & Returns Policy.

Nothing in these Terms & Conditions limits or excludes your statutory rights under UK consumer protection law.

7. Cosmetic Products

Our products are intended for external cosmetic use only unless otherwise stated.

Customers are responsible for checking ingredient lists before use and ensuring products are suitable for their individual needs.

If irritation occurs, discontinue use immediately.

We recommend performing a patch test before first use.

Our products are not intended to diagnose, treat, cure, or prevent any disease or medical condition.

8. Product Information

We make reasonable efforts to ensure that product information is accurate.

However, information provided on this website is for general informational purposes only and should not be considered medical advice.

If you have a medical condition, allergy, or specific health concern, please consult a qualified healthcare professional before using any product.

9. Intellectual Property

All content on this website, including text, images, logos, graphics, product descriptions, and branding, is owned by or licensed to [Business Name] and is protected by intellectual property laws.

Content may not be copied, reproduced, distributed, or used without prior written permission.

10. Website Use

You agree not to use our website:

- * For any unlawful purpose
- * To transmit malicious software or harmful code
- * To interfere with the operation or security of the website
- * To infringe the rights of others

We reserve the right to restrict or terminate access where these terms are breached.

11. Limitation of Liability

Nothing in these Terms & Conditions excludes or limits liability where such exclusion is prohibited by law.

To the fullest extent permitted by law, our liability for any claim arising from the purchase or use of our products shall be limited to the purchase price paid for the relevant product.

We shall not be liable for indirect, incidental, or consequential losses.

12. Force Majeure

We shall not be liable for failure or delay in performing our obligations where such failure results from circumstances beyond our reasonable control, including natural disasters, severe weather, strikes, transport disruptions, pandemics, or failures of third-party services.

13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes arising from these Terms & Conditions shall be subject to the jurisdiction of the courts of England and Wales.

14. Contact Us

If you have any questions regarding these Terms & Conditions, please contact:

Lakes Cosmetics Limited

Rydal Holme Rydal, Ambleside, LA22 9LR

[Email Address]