

TERMS AND CONDITIONS
MO Scandinavia Ltd (MÖ Scandinavia)

Set out below are the terms on which MÖ Scandinavia provides services and products to its clients.

Please ensure that you have read and fully understood these Terms and Conditions prior to booking any treatments and / or purchasing any products.

A. MÖ Scandinavia Clinics

1. Clinic Reservations

We recommend that you schedule your appointment/s at least one month in advance to ensure that your preferred treatment or service is available at the required time.

2. Clinic MÖ Programmes

Cancellation fees are not applicable to clients of MÖ Programmes.

MÖ Programmes are valid until cancelled from date of purchase unless otherwise agreed by email with the clinic manager.

MÖ Programmes are charged via a monthly direct debit.

MÖ Cosmeceuticals products are excluded on all MÖ Programmes.

If you are a client at one of our UK clinics, you are entitled to a 7-day cooling-off period by UK law and therefore you may cancel an MÖ Programme at any time within seven (7) working days, beginning on the day after you made the purchase. In this case, you will receive a full refund of the price paid less any expenses incurred by us pertaining to the purchase.

By cancelling your MÖ programme, the direct debit will end following month. Please note there is a 6-month waiting period to re-join an MÖ programme.

In signing up to an MÖ Programme, you are permitting any member of our team to use your data for the purpose of billing, making contact and personalising your treatment plans now and in the future in accordance with our GDPR Privacy Policy.

MÖ programme clients are able to freeze their programmes for up to 2 months per year.

3. Non-programme Clinic Appointments and Cancellations

Our aestheticians are trained and approved in accordance with our company treatment protocols and we do not guarantee continued treatment with a specific aesthetician.

We require a minimum of 48-hours' notice should you be unable to attend your appointment. If you fail to attend an appointment without giving due notice, we retain the £50 booking fee.

Late arrival may result in reduced treatment time or forfeiting of the appointment.

We do not provide refunds for cancelled or missed appointments. Cancellation is accepted over the phone, via email or social media, or in person at the clinic. Voice messages to cancel appointments are not accepted.

Gift card refund requests must be made within 14-days of purchase.

B. MÖ Cosmeceuticals Product ("Product") Purchase

1. Liability to Customer ("you")

Our total liability for any claim arising out of any Product order placed either in situ-in one of our clinics or online, whatever the nature of the claim, shall not exceed the price of the Product(s) supplied by us to you plus any postage charges incurred, but this limitation of liability does not apply to the extent it is illegal or it is contrary to a provision in any statute, for us to exclude our liability in whole or in part. We are not responsible to you for indirect losses which occurs as a side-effect of the main loss or damage (such as loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, waste of management or office time) however arising and whether caused by tort (including negligence), breach of contract or otherwise.

2. Your status

By placing an order either in situ-in one of our clinics or online, you warrant and represent to us that you are legally capable of entering into a binding contract on behalf of the person placing the order and, if you are an individual placing the order yourself, that you at least 18-years old.

3. Trade Descriptions Act

We make every effort to ensure that our Products are portrayed accurately on our website but some variations may occur.

4. What happens when you place an online order

When you place an online order for Products, processing of the payment will be handled by our automated payment system, and upon the order being accepted, we will send you a confirmation email and invoice.

We do not make guarantees as to delivery times for any online order as these can vary, especially during periods of national holiday.

5. Payment terms

Our payment terms are strictly payment in advance and no order will be considered as accepted until full payment for the order is received via our online card payment processor or in-situ at one of our clinics.

6. Import / Export

We can deliver our Products within the UK and for international export. If you are purchasing online as a non-UK consumer, you will be fully responsible for the costs of shipping of the Product(s) to the overseas address supplied by you. In addition, you will be fully responsible for the cost of obtaining any relevant export and import licenses for the order, together with the cost of all / any import duties, tolls and / or levies into the country where you have requested delivery of the Product(s). Orders that are shipped outside of the UK will not be charged UK sales tax. We advise you to check import requirements with the local authority before placing your order.

7. Delivery rules and restrictions

All delivery charges are subject to change. Any re-delivery of a returned order of Products will incur an additional delivery payment. We are unable to deliver to a PO box. We require a signature for all deliveries and if you are not able to personally sign for the delivery, please ensure you nominate a person to sign on your behalf.

8. Your right to cancel as a consumer

If you are contracting as a UK consumer, you are entitled to a specific cooling-off period by UK law and therefore you may cancel and return a Product order at any time within seven working days, beginning on the day after you received the Product(s) from us. In this case, upon our receipt of the returned Product(s) you will receive a full refund of the price paid for the Product(s) less any expenses incurred by us as in accordance with our refunds policy. To cancel an online order in this way, you must inform us in writing. You must also return the Product(s) to us immediately, in the same condition in which you received them and at your own cost and risk. You have a legal obligation to take reasonable care of the Product(s) while they are in your possession. If you fail to comply with this obligation, we have no legal obligation to fulfil the refund.

9. Prices

For online sales, all Product prices quoted exclude delivery costs and / or import duties in the case of shipment abroad. Prices are as quoted but are liable to change.

10. Availability and delivery

All Product(s) are subject to availability. We will tell you as soon as possible if the Product(s) you want are not available. We will also tell you if or when we can obtain the Product for you. Should any Product arrive damaged, we must be notified within a period of seven (7) days from the time of receipt of the Product. Notification after seven (7) days will not be covered by warranty.

11. Return of Products

We aim to make returning an order as easy as possible and we are pleased to offer a refund within 30-days of delivery, provided that the Product(s) are unused and in the original packaging. Should you need to return an Product, please contact us to start the returns process by emailing your request to info@scandinavianskincare.com. Please include your order number together with details of the Product(s) that you would like to return and the reason for the return. Please provide your return tracking details when the Product(s) are returned.

Returned Product(s) purchased online will be refunded by MO Scandinavia Ltd. Refunds for any Product purchased at an MÖ Scandinavia clinic will be dealt with by the respective clinic.

12. Product Refunds

Once we have received your returned Product(s) we will contact you to confirm receipt of the returned items and that your refund or exchange has been processed. Please allow 14-days for your return to be processed. Any refunds will be processed back to the card originally used for the purchase. Any Product(s) purchased online must be returned by post and cannot be returned to an MÖ clinic. We are not liable to refund any postal charges that you incur in respect of the return of the product(s). In addition, we are not liable to refund any Tax or Customs Duties charges that you may have incurred at the time of Product(s) delivery.

13. Privacy Policy

Please read our GDPR Privacy Policy which explains our use of information you provide and our privacy practices.

14. Security

We do not store your credit card details. We will retain your personal details (name, address, email, telephone number) if they are provided by you, but will only contact you if you indicate you are happy for us to do so. We will not share your information with any outside parties without your full consent. All financial transactions take place inside an SSL security system. By looking in the security dialogue in your browser you can inspect the identity of the security certificate owner and be certain that you are trading with us.

15. Copyright

Material on the Website is protected by copyright which is owned by us. Users may view, print and download the contents for personal use only; the contents may not be used for commercial purposes or incorporated in any publication in any form. The Trade Marks, logos and service marks displayed on the Websites (collectively, "the Trade Marks") are the registered and unregistered trademarks of MO Scandinavia Ltd UK and are protected by UK and international trade mark laws.

16. Written communication and notices

Applicable laws require that some of the information or communications we send to you should be in writing. When using the Website, you accept that communication with us will be mainly electronic. We will contact you by email or provide you with information by posting notices on the Website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

All notices given by you must be given to MO Scandinavia Ltd at 58 High Street, Broadway, Worcestershire, England or electronically via email at info@scandinavianskincare.com. We may give notice to you at either the email or postal address you provide to us when placing an order. Notice will be deemed received and properly served immediately when posted 24-hours after an email is sent, or two days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an email, that such email was sent to the specified email address of the Customer or addressee.

17. Force Majeure (events outside our control)

We will not be liable or responsible for any failure to perform, or delay in performance of any of our obligations under a sale of a Product(s) that is caused by events outside our reasonable control ("Force Majeure Event"). A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes (a) strikes, lock-outs or other industrial action; (b) civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war; (c) fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster; (d) impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; and (e) impossibility of the use of public or private telecommunication networks.

Our performance under any sale of Product(s) is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event.

18. Our right to vary these Terms and conditions

We have the right to revise and amend these terms and conditions from time to time to reflect changes in market conditions affecting our business and our Products, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities.

You will be subject to the policies and terms and conditions in force at the time that you order Product(s) from us, unless any change to those policies or these terms and conditions is required to be made by law or governmental authority (in which case, it will apply to orders previously placed by you), or if we notify you of the change to those policies or these terms and conditions before we send you the dispatch confirmation. In the latter case, we have the right to assume that you have accepted the change to the terms and conditions, unless you notify us to the contrary within seven working days of receipt by you of the Product(s).

19. Jurisdiction and Law

The website at moscandinavia.com, its content and any contract brought about through use of the website will be governed by English law and the English courts shall have jurisdiction. MÖ Scandinavia operates clinics in various countries and any Product or treatment purchase will be governed by the laws in the respective country.

20. Third Party Links

We are not responsible for the content of any website pages or any other websites linked to or from the website. Any relationship you enter into with these sites is at your own risk and we strongly suggest you read their terms and conditions and privacy policies.

21. Disclaimer

Whilst every effort is made to ensure that the description of Products and treatments, together with video and images and any other information, is accurate at time of publication on our website we do not accept responsibility for any errors in content. Our website is kept as up to date as possible however some variations may occur including but not limited to Products, treatments and clinic locations. We endeavour to ensure that our website is continually available and functioning correctly at all times, however we make no warranties as to its accessibility and availability and we cannot be held liable for any loss, damages, costs or expenses incurred by you as a result of any lack of such accessibility and availability.