

Terms & Conditions

These are the terms that apply when you browse our website or place an order with Datsit Skincare.

1. About us

This website is operated by **Datsit Skincare Ltd ("Datsit", "we", "us" or "our")**, a company registered in England and Wales under company number **13809588**, with its registered office at **7 Bell Yard, London WC2A 2JR**. Our VAT registration number is **509937652**.

These Terms & Conditions apply when you use our website or purchase products from us. By placing an order through our website, you agree to these terms.

Nothing in these terms affects your statutory rights as a consumer.

2. Using our website

We do our best to keep the information on our website accurate and up to date. From time to time, however, we may need to update product information, prices, availability or other website content.

You may use our website for personal, lawful purposes. You must not misuse the website, attempt to interfere with its operation or use its content in a way that infringes our rights or those of others.

Access to our website may occasionally be interrupted for maintenance, technical reasons or circumstances outside our reasonable control.

3. Our products

Our body butters are handmade using natural, plant-based ingredients. Because of the nature of the ingredients we use and our small-batch production, there may occasionally be slight variations in colour, scent or appearance between batches. These natural variations do not necessarily indicate a fault with the product.

We make every reasonable effort to describe and photograph our products accurately. Colours displayed on your screen may vary slightly from the product you receive.

Please check the full ingredient list before use, particularly if you have sensitive skin or known allergies. We recommend carrying out a patch test before first use.

Nothing in these terms limits your statutory rights. Products supplied by us must be as described, of satisfactory quality and fit for their usual purpose.

4. Ordering from us

When you place an order through our website, you are making an offer to purchase the products in your basket.

After placing your order, you will receive an email acknowledging that we have received it. A contract between you and Datsit is formed when we accept your order.

We reserve the right not to accept an order, for example if a product is unavailable, there is an error in its price or description, or we are unable to authorise your payment. If payment has already been taken for an order we cannot fulfil, we will refund the amount paid.

5. Prices and payment

All prices shown on our website are in pounds sterling (£) and include VAT where applicable.

Delivery charges, where applicable, will be shown before you complete your order.

Payment must be made using one of the payment methods offered at checkout. Your order will not be dispatched until the required payment has been successfully processed.

We may change our prices from time to time, but changes will not affect orders that we have already accepted.

6. Delivery

We currently deliver within the United Kingdom. Available delivery options and any applicable charges will be shown at checkout.

We aim to process and dispatch orders within the times stated on our website. Delivery dates are estimates unless we have expressly agreed otherwise with you.

If we become aware of a significant delay affecting your order, we will do our best to let you know.

Unless we have agreed a different delivery period with you, goods will be delivered without undue delay and in any event within 30 days of the contract being entered into.

7. Cancellations, returns and refunds

If you purchase from us online, you normally have the right to change your mind and cancel your order within 14 days of receiving your goods, without giving a reason.

To exercise your right to cancel, please contact us within the cancellation period and clearly tell us that you wish to cancel your order. If you have already received the goods, you must return them to us within 14 days of telling us that you wish to cancel.

We will refund payments due to you in accordance with your statutory rights. This includes the cost of our standard delivery option where applicable. If you chose a more expensive delivery method, we are not required to refund the additional delivery cost. We may wait until we receive the returned goods, or evidence that you have sent them back, before issuing the refund.

There are circumstances in which the statutory right to cancel does not apply or may be lost. This can include certain sealed goods which are not suitable for return for health protection or hygiene reasons once they have been unsealed.

Your rights where an item is faulty, damaged, incorrectly supplied or not as described are separate from the right to change your mind and are not affected by this section.

8. Problems with your order

We take care when preparing and packing every order, but if something isn't right, please contact us as soon as possible.

If your product arrives damaged, is faulty, is not as described or you receive the wrong item, please provide your order details and, where helpful, photographs showing the problem so that we can investigate and put things right.

Your legal rights include rights relating to goods that are not of satisfactory quality, fit for purpose or as described. Nothing in these terms limits those rights.

9. Product information and availability

All products are subject to availability. Occasionally an item may become unavailable after an order has been placed. If this happens, we will contact you and refund any amount paid for the unavailable item if we cannot provide it.

As our products are handmade using natural ingredients, minor differences in colour, scent, texture or appearance may occur between batches. Product photographs are provided as an accurate representation wherever reasonably possible, but screen settings and natural batch variation may result in small differences.

10. Our responsibility to you

We do not exclude or limit our responsibility where it would be unlawful to do so. Nothing in these terms excludes or limits your statutory rights as a consumer.

We are not responsible for losses that were not reasonably foreseeable when the contract was formed or for losses resulting from circumstances outside our reasonable control.

Products should be used in accordance with the information and instructions provided with them. Please check ingredient information carefully before use if you have known allergies or sensitivities.

11. Intellectual property

The content of this website, including the Datsit name and branding, product imagery, photographs, illustrations, graphics, written content and other original material, belongs to Datsit Skincare Ltd or is used by us with permission.

You may view and use the website for your own personal, non-commercial purposes. Our content must not be copied, reproduced, distributed or used commercially without our prior permission, except where permitted by law.

12. Changes to these terms

We may update these Terms & Conditions from time to time, for example to reflect changes to our business, website or applicable law.

The terms that apply to your purchase will be those in force when your order is placed. We recommend checking this page whenever you place an order.

Last updated: September 2026.

13. Which laws apply

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

If you live elsewhere in the United Kingdom, you may also have rights to bring proceedings in the courts applicable where you live. Nothing in these terms affects any mandatory consumer rights that apply to you.

14. How to contact us

Datsit Skincare Ltd

Registered office: 7 Bell Yard, London WC2A 2JR

Company number: 13809588

VAT number: 509937652

Email: contact@datsit.uk

If you have a question about these Terms & Conditions, an order or one of our products, please get in touch using the email address above or through our Contact page.

15. Cancellation form

You do not have to use this form to cancel an order. You can also contact us at contact@datsit.uk and clearly tell us that you wish to cancel.

If you prefer, you can use the model cancellation form below:

To: Datsit Skincare Ltd, 7 Bell Yard, London WC2A 2JR

Email: contact@datsit.uk

I/We hereby give notice that I/We cancel my/our contract of sale of the following goods:

Goods being cancelled:

Ordered on/received on: _____

Name of consumer(s): _____

Address of consumer(s):

Signature of consumer(s): _____

(only if this form is submitted on paper)

Date: _____