



## URI Soap terms and conditions

Welcome to Uri Soap's Online Store! Before you proceed with your order, please take a moment to read and understand the following terms and conditions. Please read these Terms of Sale carefully and ensure that you understand them before ordering any Goods from Our Site. By making a purchase on our website, you agree to abide by these terms.

### Information About Us

Our Site, [www.urisoap.com](http://www.urisoap.com), is owned and operated by Szilvia Uri.

Our business's name is: Szilvia Uri, Uri Soap

Our business address is: Grant triq il-Mahsel 95 Marsaskala, Malta MSK3642

Our contact details are: email address: [info@urisoap.com](mailto:info@urisoap.com) Phone number: +356 99328082 Website: [www.urisoap.com](http://www.urisoap.com)

VAT number: MT23630619

EU vat number: MT28922026

### Goods, Pricing, and Availability

We strive to ensure that our product descriptions and images align with the actual goods, but please note:

- Product images are for illustration purposes and may slightly vary in color due to computer displays and lighting conditions.
- Packaging descriptions and images are also for illustration purposes, and the actual packaging may differ.
- We acknowledge responsibility for any mistakes due to negligence on our part, limited to minor variations in the correct goods.

You may be required to select the appropriate size, range, and type of goods when applicable.

Availability of goods is not guaranteed, as stock indications on our site may not always be accurate, particularly during high-demand periods. Minor changes may occasionally be made to certain goods, but they will not significantly impact the main characteristics or your use of the products. Any such changes will be communicated to you. Prices on our site are typically accurate, but we reserve the right to adjust prices, special offers, or other details as needed. Changes will not affect placed orders. If incorrect pricing information is detected, we will contact you to rectify the mistake. You will be charged the correct amount or given the option to cancel your order. Any price changes between order placement and payment processing will not affect your order total. All displayed prices include VAT, and any VAT rate changes will be automatically adjusted during payment. Delivery charges are not included in the displayed goods' prices and will be presented to you during the order process.

## **Ordering and Payment**

Our site will guide you through the order process, allowing you to review and amend your order before submission. If you provide incorrect or incomplete information during the order process, please notify us promptly. Failure to do so may result in order cancellation, and any associated costs may be passed on to you.

Order confirmations will include your order number, details of the ordered goods, itemized pricing, and explanations for order refusals. Refunds will be issued using the original payment method within 7 days if necessary.

Orders: Customers can place orders for our handcrafted soaps directly through our website. By placing an order, you acknowledge that you have read and accepted these terms and conditions and also the Uri Soap Products Ingredients List.

## **Site Uptime**

We make every effort to keep this website operational around the clock, but occasional technical issues may lead to downtime. We are not liable for any website unavailability. While we aim to provide advance notice of maintenance-related downtime, we are not obligated to do so.

## **Product Information**

Ingredients: We provide a detailed list (Uri Soap Products Ingredients List) for each soap product. It is the responsibility of the customer to review these ingredients and ensure they are not allergic or sensitive to any components. If you have known allergies or sensitivities, please exercise caution and consider seeking advice from a medical professional before use.

Cut at approximately 100 grams. All bars are cut by hand and sizes can vary slightly from bar to bar.

## **Payment Options:**

Purchases within Malta: Customers in Malta have the option to pay through Credit Card or choose Cash On Delivery for orders within Malta.

Orders to Gozo: For orders to Gozo, we can only accept Credit Card payments.

## **Delivery and Pickup Information**

We offer delivery services across Malta. For orders delivered within Malta, a 3,50 Euro charge is applicable for purchases below 24 Euro.

Purchases of 24 Euro and over qualify for free delivery within Malta. Orders to Gozo: please contact us for further information.

Please allow up to 5 business working days for delivery. Our orders are processed and shipped on business days, which exclude public holidays.

Normally, we do not accept order cancellations or changes once an order has been processed. If you have any questions regarding your order, please contact us and provide your order number.

Pickup Service: You can also choose to collect your items in person from our location at Grant triq il-Mahsel 95, Marsaskala, Malta MSK3642. Pick up point also: Supernatural 3/4 Triq IX-XATT Ta' Xbiex.

Due to the nature of our products, please collect your items within a maximum of 5 working days, as they may no longer be available after this period.

## **Cancelling Your Order**

If you're an EU consumer, you have the right to cancel your order within 14 days of receiving your goods or before we send the Order Confirmation, whichever comes first. To cancel, simply inform us via email or post within the 14-day period.

## **Liability**

**Allergic Reactions:** While we provide detailed ingredient information and strive to use only the finest natural ingredients, we cannot guarantee that our products will be suitable for every individual. Customers are responsible for ensuring that they are not allergic or sensitive to any components. Uri Soap will not be held liable for any allergic reactions or adverse effects resulting from the use of our products.

**Amendments:** Uri Soap reserves the right to modify these terms and conditions at any time. Please check the terms and conditions periodically for updates.

**Applicable Law:** These terms and conditions are governed by the laws of Malta, and any disputes will be subject to the jurisdiction of the Maltese courts.

**Website:** While we make reasonable efforts to keep the information on this website accurate and up to date, we do not guarantee its accuracy. All materials on this website are provided without warranties, and you use them at your discretion. We are not liable for any losses or damages resulting from your use of this website.

## **Complaints and Feedback**

We value your feedback and aim for a positive customer experience. If you have a complaint, please contact us. All complaints are processed within 5 working days.

## **Ownership and Intellectual Property / Copyright:**

All content on the Uri Soap website, including text, images, logos, and product descriptions, is the property of Uri Soap and is protected by international copyright laws. All rights are reserved.

Any matters not explicitly addressed in these terms and conditions will be subject to Maltese law.

Thank you for choosing Uri Soap for your skincare needs. We are committed to providing you with high-quality, handcrafted products, and we value your trust and satisfaction. If you have any questions or concerns, please feel free to contact us.