

Our Policy

The House of Famuir ... your mail order specialist, have been in business since 1977. We have an extensive range of Treatment Products, Equipment and Furniture for your Beauty Business. There are no minimum orders and no pressure to buy. We are here to offer you help and advice whenever you need it.

- **Mail Order** - you phone go online or fax or write to us
- **No restrictions** - you don't have to take the full range
- **No minimums** - you buy only what you need
- **No salesmen** - you order your way
- **All Treatments and Salon products are Unconditionally Guaranteed***

Priority Partner's

You should register as a "**Hof Beauty Priority Partner**" to qualify for the full **cash voucher** and priority order benefits. (see page 3)

Unconditional Guarantee*

This is an **unconditional, no quibble guarantee**. It doesn't matter if you expected something different or if the product did not, in your opinion, perform as we described it in our mail order catalogue.

- All Salon & Treatment Products included on pages 10 - 33 carry our **Unconditional Guarantee**.
 - **We will refund your purchase price in full.**
- If you are not satisfied with the Treatment Product you purchased from Oligodermie Paris, you may return it for a full refund. While our guarantee is without condition, we can only send your refund if you follow this step by step procedure.
- **You must return it within 8 days of receipt.**
 - **You must have used it for only one treatment.**
 - **You must pay the return postage** (Postage charges in or out are not refundable)
 - **You must pack the product safely so it will arrive in good condition.**
 - **You must enclose a note saying why you are returning it.**
 - **You must quote your Priority Partner number and invoice number.**

Please note: this unconditional guarantee covers all salon & treatment products. For guarantee and warranties on retail products and equipment and furniture, please see "Terms and Conditions of Trading" and "Repairs and Guarantees" section of this book.

IMPORTANT..... Please Read

Terms & Conditions of Trading

The following conditions are accepted by both buyer and seller, House of Famuir Ltd (HOF).

1. Prices in the Catalogue are correct at the date of printing but are subject to alteration without prior notice. The buyer will be held to have satisfied him/herself as to the correct price at the date of ordering.
2. Stock is offered for sale subject to availability. No liability for delay or non-supply or design or colour or price variation is accepted by HOF.
3. The buyer accepts full liability for any damage or loss which may occur after delivery of goods and equipment. This specifically excludes any and all consequential loss claims.
- 4a) The risk in all goods passes to the buyer upon delivery but title in the goods remains vested in HOF. Title passes to the buyer upon full payment being made by the buyer of all sums (due on whatsoever account or grounds) to HOF (and any other company within the same group of companies). In the event of the goods being sold by the buyer in such manner as to pass title to a third party while any such sums as aforesaid are due HOF's right under this condition shall attach to the proceeds and a buyer shall place such proceeds in a separate account. Nothing herein shall constitute the buyer the agent of the company for the purpose of any sub-sale.
- b) The buyer agrees that prior to the payment of the whole price of the goods HOF may at any time enter upon the buyer's premises and any other premises where the goods may be and remove the goods there. Prior to such payment the buyer shall keep the goods separate and identifiable for this purpose.
- c) In the event of the goods becoming constituents of or being converted into other products while sums are due as provided in

sub-condition (a) hereof HOF shall have the ownership of title to such other products as if they were the goods and accordingly sub-condition (a) hereof shall so far as appropriate apply to such other products.

5. Dispatch and freight charges apply to all orders at the buyer's expense. All prices quoted are ex-warehouse. HOF can accept no responsibility for delays in delivery or transport delays.
6. Prompt payment or special discounts may only be taken if payment reaches HOF within the specified time and/or terms.
7. HOF reserve the right to charge interest on all overdue monthly accounts at the same monthly rate then currently charged by Barclaycard (currently 1.5% per month on overdue balances). For dishonoured cheques, a £8 per representation charge will be made each time the cheque needs to be represented.
8. Legal and debt collection costs, in full, will be accepted by the buyer should HOF at any time need to resort to such processes to collect overdue accounts.
9. Any order, whether written or verbal, now or at any time in the future, will be subject to these conditions even if such orders are placed by an employee or agent of the buyer. If the buyer wishes to limit in any way the authority of their agents and employees for any purpose whatsoever, then prior written notice must be given to HOF. Without such prior notice HOF will not be liable for the actions of any such agent or employee.
10. Claims for shortages or damage in transit cannot be accepted unless advised by telephone, within 48 hours of receipt of goods and then confirmed in writing within 7 days to HOF.
11. Equipment supplied is guaranteed for a period of 12 months from invoice date for parts and labour with the exception of heating elements (wax heaters, etc.), sunbeds, spa pools and saunas, which are guaranteed for 6 months for parts and labour. Parts such as

consumables, glass tubes, bulbs, electrodes, perspex plates, etc., are specifically excluded from any guarantee. Original or copy purchase receipt must accompany all claims.

12. Conditions of this guarantee are normally for equipment to be returned to HOF, carriage paid, for repair or replacement at HOF's discretion. Original purchase invoice numbers and date of purchase must be stated. (Please see REPAIRS.) Under warranty either repair or replacement is totally at HOF's discretion. In either case warranty expires 12 months from original purchase date.
13. Any waiver or non-enforcement of these conditions will not alter them for the future or exclude or reduce HOF's right for eventual enforcement.
14. These conditions are final and no verbal representation by any employee or director of HOF will be deemed to have altered them unless confirmed in writing by a Director of House of Famuir Ltd.
15. Cancellation of orders:
 - a) Prior to delivery - will be accepted only against payment of 10% of the cancelled goods value.
 - b) After invoicing and dispatch - will be accepted only against the payment of 25% of cancelled goods value plus costs of dispatch and return freight.
 - c) Non-standard or special order goods cannot be cancelled, payment in full is due after such orders are placed.
16. No responsibility will be accepted by HOF for untrained or unqualified personnel using or mis-using any products or equipment supplied by us. All creams, lotions and oils in this Catalogue should be patch tested on the clients prior to full application. All retail products should be sold only after patch tests to determine skin suitability. No product liability or warranty exists without prior patch test being carried out by the therapist or the end user.
17. Applicable law: England Contract made in Cambridgeshire.

How to Order Your Way

Ordering from this catalogue couldn't be easier or simpler.

Remember that you can order only one item, or as many of a variety as you need.

Call 0845 450 8000 - 01480 404 200

Have your order written out with Product Reference Number / page / price / quantity. Quote your Priority Partner Number and place your order.

Fax 0870 770 1677 - 01480 404 303

As for post ... but also please mail Priority Partner Cash Tokens and payment, if by cheque, to us.

Post College Farm, Duloe, St. Neots, Cambs. PE19 5HQ United Kingdom

Post your written order together with payment. Don't forget to enclose Priority Partner Cash Tokens and payment.

On Line www.hofbeauty.co.uk

You can E-Mail us at orders@hofbeauty.co.uk or use the "Shopping basket" facility on our secure website. 

VAT & Delivery

- All prices shown in this catalogue are + VAT at the current rate.
- Delivery to UK mainland address is as shown on the order form.
- Delivery to other areas is at cost. Please ask for quotation.
- VAT refund forms for export are available on request.

Payments

We ask for payment with order. Payment can be by.

● CREDIT CARDS



● DEBIT CARDS



● CHEQUES

With posted orders are subject to 7 days clearance before dispatch for new customers.

● BANK TRANSFERS

You can electronically transfer money to our Bank Account - Please phone our Admin number for full instructions.

Special Offers...

When you are looking at our catalogue please remember the five ways you can save:

- 1** **Volume Discounts...** Many items are discounted when you buy more. Price reductions are shown on the page.
- 2** **Cash Vouchers...** Cash Vouchers are available to Hof Beauty Priority Partners. Redeemable on the next purchase.
- 3** **Deal Sheet Offers...** Every 3 months we publish a Special Offer list, which is sent to Hof Beauty Priority Partners. Ask for your **FREE** copy. Or go to 'Special Offers' at www.hofbeauty.co.uk
- 4** **Order Online...** All orders over £99 net value are **FREE** delivery to U.K. Mainland*.
- 5** **Offers Online...** For unique online offers go to 'Special Offers' at www.hofbeauty.co.uk

Cash Vouchers

To order you do not need to be a Priority Partner

However, see how many benefits there are to being a Hof Beauty Priority Partner

How to become a Priority Partner

Simple - just tell us, we will register you.

- Be the first to hear about Special customer promotions.
- Receive exclusive money off vouchers. receive details of fantastic offers.
- Be the first to save money and receive new catalogues

Once you have enrolled as a Priority Partner and you place an order quoting your PIN number, you will be entitled to a Cash Voucher for each purchase over £50 (£100 on equipment). No vouchers will be issued on purchases of special offers, deals, kits or on already discounted items of your invoice. During 2010, for all orders placed as a Priority Partner, you will receive, according to the value of your order, Cash Vouchers which allows you to get £'s off your next purchase. These Cash Vouchers have a £ value and will be able to be used by you as part-payment for your next order. Or you may save them up during the year and redeem them against any list price product or equipment in this 2010 Hof Beauty catalogue before 20th January 2011.

Our inexpensive Lo-call 0845 number allows you to pay for only a local call. Remember to quote your PIN number when you order.

Make a note of it here!!

MY PIN NUMBER

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There are very few conditions:

1. Please remember that these vouchers are valuable. You must keep them safe as we cannot replace lost or misplaced vouchers.
2. Deduction of voucher value will be off the net (before VAT) value of invoices.
3. Vouchers must be returned to Hof Beauty with your order and balance payment.
4. Purchases must be made on the same PIN number that the voucher was issued. The vouchers are not transferable.
5. Vouchers must be redeemed before their expiry date.
6. Vouchers are issued in values of £5, £10 and £25 and must be used completely - no change or allowance will be given for unused portions.
7. Cash redemption value of each voucher is 0.01p.

Products & Accessories

Pages 9 to 59 in the Hof Beauty Catalogue 2010 excluding Special Offers, Deals, Starter kits or discounted items.

Amount of your order (net of VAT)	Amount of the Cash Voucher that you'll receive
£50 - £100	£5
£101 - £150	£10
£151 - £200	£15
£201 - £250	£20
£251 - £400	£25
£401 - £600	£50
£601 - £700	£75
£701 - £800	£100

Salon Furniture & Equipment

Pages 60 to 105 of the 2010 Hof Beauty Catalogue excluding Special Offers, Deals, Kits, Starter Kits or discounted items.

Amount of your order (net of VAT)	Amount of the Cash Voucher that you'll receive
£100 - £150	£5
£151 - £250	£10
£251 - £500	£25
£501 - £1000	£50
£1001 - £2000	£125
Over - £2001	£200

hof
oligodermie

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