



NEAL'S YARD REMEDIES  
LONDON • TOKYO • BOSTON • DUBAI

You have made this contract with the following  
NYR Organic Consultant:

## Customer Order Form

Host Name \_\_\_\_\_

Party Date \_\_\_\_\_

I have booked a party to receive a free gift

### Customer

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

PLU	PRODUCT NAME	PAGE	QUANTITY	PRICE	TOTAL

#### Please tick if you are interested in:

- Hosting an NYR Organic Experience  
 Finding out more about becoming an NYR Organic Consultant

#### Marketing communications:

To ensure we keep you up to date with our latest news and promotions we would like your permission to contact you. Preferably via email. Please tick as appropriate:

- Email  Post  Telephone  Text message

NYR Organic is a Member of the Direct Selling Association of the UK and requires its Consultants to comply with the DSA Codes of Practice.



This customer order form confirms a contract between yourself as buyer and the NYR Organic Consultant named above as seller.

For terms and conditions see overleaf.

Card payment  Cash

We accept the following credit/debit cards:

- Visa  Mastercard  Visa Debit  Visa Delta  Electron  Solo  Maestro

Cardholder Name \_\_\_\_\_ Card Number

Valid From  Expiry  Issue  CVV

Consultant signature \_\_\_\_\_ Customer signature \_\_\_\_\_

Consultant name \_\_\_\_\_ Customer name \_\_\_\_\_

PLEASE DESTROY CARD DETAILS ONCE ORDER HAS BEEN PLACED

**White & Yellow - Consultant copy. Blue - Customer copy.**

Registered office: Neal's Yard Remedies (Home) Limited, trading as NYR Organic, Peacemarsh, Gillingham, Dorset SP8 4EU Telephone: 0845 262 0085  
Registered in England No 6828905.

## Terms and Conditions

- Payment with order. Payments by credit/debit card are payments to your NYR Organic Consultant on whose behalf and to whose account NYR Organic will process such payments.
- Orders are subject to availability.
- Delivery to your Party Host will normally be within 7-10 working days, depending on when your Consultant places the order. The total price includes delivery.
- Your contract of sale is with your NYR Organic Consultant who is an independent seller of the NYR Organic range of products. S/he is not an agent of NYR Organic.

## Total satisfaction

We are sure you will have total satisfaction from your purchase. If not totally satisfied, however, please contact your NYR Organic Consultant. If still not satisfied, contact: Customer Relations, NYR Organic, Peacemarsh, Gillingham, Dorset SP8 4EU.

To back up our total commitment to consumer satisfaction, the Direct Selling Association operates a dispute resolution service for any consumer who is still not satisfied.

For details, contact DSA:

Enterprise House  
30 Billing Road  
Northampton  
NN1 5DQ  
United Kingdom

or visit the DSA website:  
[www.dsa.org.uk](http://www.dsa.org.uk)

## Quality Guarantee

This guarantee applies only to the Neal's Yard Remedies products that are sold within the United Kingdom or the Republic of Ireland. NYR Organic will refund, replace or exchange any unused goods sold to them, which are in resalable condition and which are returned to the Consultant within 21 days. NYR Organic guarantees the quality of every item supplied by it and will exchange, refund and replace any product and accessory showing a manufacturing defect, which is returned (within a reasonable time of receipt of the goods by the Consultant). This guarantee and your rights of cancellation are without prejudice to your statutory rights.

## Data Protection

We take your privacy extremely seriously. We will not pass your personal information to any third party or use it for any other purpose than that stated herein. By providing your title, name, surname, postal address, email, phone, mobile and bank details (in short "Personal Information") on the Customer Order Form and by placing your order, you explicitly agree and consent for your Personal Information to be used by the Consultant and passed to, used and stored securely anywhere in the world by NYR Organic for the purposes of processing your order, including processing exchanges, returns, refunds, complaints or statistical and business analysis, as well as for sending to you marketing communications, to the receipt of which you have for the time being explicitly consented by ticking the relevant box on this form (the "Purpose"). NYR Organic may share your Personal Information only (i) within its group of companies or (ii) with subcontractors acting as Data Processors (NYR Organic being the Data Controller) for the above Purposes or (iii) with other Consultants (other than the Consultant named in this form) within its sales force for the purposes of processing your orders and maintaining its relationship with you, or (iv) with credit reference agencies in order to make credit decisions and/or trace customers and/or for fraud prevention purposes. You can access your Personal Information and correct factual errors thereof, or request details of the manner in which your Personal Information may have been processed (in accordance with the above) by contacting us at the address overleaf. To protect your privacy and security, reasonable steps will be taken to verify your identity before acting upon your instructions.

### NOTICE OF THE RIGHT TO CANCEL

Date \_\_\_\_\_

Detach here .....

If you wish to cancel the contract you MUST DO SO IN WRITING and deliver personally or send (which may be by electronic mail) this to the person named below. You may use this form if you want to but you do not have to.

[Complete and detach and return this form  
ONLY IF YOU WISH TO CANCEL THE CONTRACT]

To: NYR Organic Consultant

I/We (*delete as appropriate*) hereby give notice that I/we (*delete as appropriate*) wish to cancel my/our (*delete as appropriate*) contract reference \_\_\_\_\_

dated \_\_\_\_\_ [Consultant to insert relevant details ]

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_