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Every effort is made to keep the website up and running smoothly. However, Mid Kent Trichology takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Terms of sale

Tax Charges for orders made from the UK or the EU is included in all prices.

Items are sent via Royal mail and can take 3 to 5 working days from dispatch to arrive.

Returns Policy

Mid Kent Trichology makes every effort to ensure products arrive in good condition. However, in the unlikely event of an item arriving damaged, customers should contact us and return the package within 7 days, for a replacement to be sent. If you find your purchase is unsatisfactory, we are happy to exchange items or refund your credit/debit card account, provided the goods are returned to us within 7 days of their receipt, in the original undamaged packaging and in a re-saleable condition. We regret, however, that we cannot, in this case, refund return postage costs. If you have not received your order within 14 working days from the despatch date, customers should contact us. If we are unable to locate the missing product a replacement will be sent. Customer Services email info@midkenttrichology.co.uk

Refunds if your purchase from us is found to be faulty, damaged or unsatisfactory, please return it to us per the instructions above for a full refund (Refunds are at the discretion of the management). Refunds for valid claims will be usually be made via the same method of payment as used to place your order.

Stock Availability

Whilst every effort is taken to ensure all items are always in stock, from time to time some items will be temporarily out of supply. Therefore a sale agreement will only exist between yourself and mid kent trichology when you receive confirmation of your order.