



**PREZES ENGINEERING ENTERPRISE LIMITED
LYME DISEASE DIAGNOSIS AND TREATMENT
BIORESONANCE VEGA-TEST LYME SPECIALIST**



“ JUST ZAP IT “

ON-PREMISES (IN STORE) TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS



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PLEASE READ THE FOLLOWING IMPORTANT TERMS AND CONDITIONS BEFORE YOU BUY ANYTHING FROM US AND CHECK THAT THEY CONTAIN EVERYTHING WHICH YOU WANT AND NOTHING THAT YOU ARE NOT WILLING TO AGREE TO.

Summary of your key rights:

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

- *up to 30 days: if your goods are faulty, you can get a refund*
- *up to six months: if they can't be repaired or replaced, then you're entitled to a full refund in most cases*
- *up to six years: if the goods do not last a reasonable length of time you may be entitled to some money back*

You DON'T have a legal right to a refund or replacement just because you change your mind, BUT please ask us about our returns policy as we may still be able to help.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit www.adviceguide.org.uk or call 03454 04 05 06.

The information in this summary box summarises some of your key rights. It is not intended to replace the contract below which you should read carefully.

This contract sets out:

- your legal rights and responsibilities
- our legal rights and responsibilities, and
- certain key information required by law

This contract is used for when you and we enter into a contract on our premises. If this is not the case for you, please tell us, so that we can give you a different contract with terms which are more appropriate for you and which might, in some respects, be better for you (e.g. by giving you cancellation rights or rights as a business).

In this contract:

- We, us or our means PREZES ENGINEERING ENTERPRISE LTD; and
- You or your means the person using our site to buy goods from us.

If you don't understand any of this contract and want to talk to us about it, please contact us by:

- Email: info@lymediagnosisandtreatment.co.uk; and
- Telephone: 07547210330. We may record calls for quality and training purposes.

Do you need extra help?

If you would like this contract in another format please contact us using the contact details at the top of this page.

Who are we?

We are registered in England and Wales under company number: 09180862

Our registered office is at: 51 SOWDLEFIELD WALK, MULBARTON, NORWICH, NR14 8GP.

Our VAT number is: 210306377.

The details of this contract will not be filed with any relevant authority by us.

Address: 51 Sowdfield Walk / Mulbarton / Norwich / Norfolk / NR14 8GP / United Kingdom

Telephone: Office: 01508 571485 / Mobile: 07547 210330

Email: info@lymediagnosisandtreatment.co.uk

Web: www.lymediagnosisandtreatment.co.uk



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1. Introduction

- 1.1. If you buy goods from us you agree to be legally bound by this contract.
- 1.2. By entering into this contract, you acknowledge that you have read and understand the statement at Schedule 1, at the end of this contract.
- 1.3. If you buy goods on our site you acknowledge that they cannot be used by anyone with any of the following conditions:
 - 1.3.1. Heart condition / heart pacemaker fitted
 - 1.3.2. Malignant and benign cancer
 - 1.3.3. Epilepsy
 - 1.3.4. Pregnancy and suspected pregnancy
 - 1.3.5. Acute coronary syndromes and acute cerebral blood flow disorders
 - 1.3.6. Bleeding disorders
 - 1.3.7. Personal hypersensitivity to the influence of electromagnetic effect
 - 1.3.8. Injured skin and skin diseases where the skin touches electrodes on products sold on this site
 - 1.3.9. Acute psychic agitation or inebriation
- 1.4. You may only buy goods from us for non-business reasons.
- 1.5. When buying any goods you also agree to be legally bound by extra terms which may add to, or replace some of, this contract. This may happen for example for security, legal or regulatory reasons. We will contact you to let you know if we intend to do this.

2. Information we give you

- 2.1. By law, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 state that we must give you certain key information before a legally binding contract between you and us is made (see the summary box below). We will give you this information in a clear and understandable way. Typically, we will do this at our premises before you buy the goods from us. Some of this information is likely to be obvious from the context. Some of this information is also set out in this contract, such as information on our complaint handling policy (see clause 10).

Information we will give you

We will give you information on:

- the main characteristics of the goods you want to buy
- who we are, where we are based and how you can contact us
- the total price of the goods including any taxes (or where this cannot reasonably be worked out in advance, the manner in which we will work out the price)
- all additional delivery charges (or where this cannot reasonably be worked out in advance, the fact that such additional charges may be payable)
- the arrangements for payment, delivery, performance, and the time by which we will deliver the goods
- our complaint handling policy
- the fact that we are under a legal duty to supply goods that are in conformity with the contract



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- 2.2. The key information we give you by law forms part of this contract (as though it is set out in full here).
- 2.3. If we have to change any key information once a legally binding contract between you and us is made, we can only do this if you agree to it.

3. Ordering goods from us

- 3.1. Below, we set out how a legally binding contract between you and us is made:
 - 3.1.1. Any quotation given by us before you make an order for goods is not a binding offer by us to supply such goods.
 - 3.1.2. When you decide to place an order for goods with us, this is when you offer to buy such goods from us.
 - 3.1.3. When you place your order with us, we will acknowledge it at our premises orally or by email. This acknowledgement does not, however, mean that your order has been accepted.
 - 3.1.4. We may contact you to say that we do not accept your order. If we do this, we will try to tell you promptly why we do not accept your order. This is typically for the following reasons:
 - (a) the goods are unavailable
 - (b) we cannot authorise your payment
 - (c) you are not allowed to buy the goods from us
 - (d) we are not allowed to sell the goods to you
 - (e) you have ordered too many goods
 - (f) there has been a mistake on the pricing or description of the goods
 - 3.1.5. We will only accept your order when we confirm this in store by raising an invoice at our premises or we will email you to confirm this (Confirmation E-mail). At this point:
 - (a) a legally binding contract will be in place between you and us, and
 - (b) we will dispatch the goods to you
- 3.2. If you are under the age of 18 you cannot buy any services from us.

4. Delivery

- 4.1. We use Royal Mail to deliver our goods. If you want information on your delivery options and costs, speak with us in store or visit our webpage **'Delivering to you'** before you place your order.
- 4.2. We will let you know at our premises or in the Confirmation E-mail (see clause 3.1.5) the estimated date and time window for delivery of the goods.
- 4.3. If something happens which:
 - 4.3.1. is outside of our control, and
 - 4.3.2. affects the estimated date of deliverywe will let you have a revised estimated date for delivery of the goods.
- 4.4. Delivery of the goods will take place when we deliver them to the address that you gave to us.
- 4.5. Unless you and we agree otherwise, if we cannot deliver your goods within 30 days, we will:
 - 4.5.1. let you know
 - 4.5.2. cancel your order, and
 - 4.5.3. give you a refund

Address: 51 Sowdfield Walk / Mulbarton / Norwich / Norfolk / NR14 8GP / United Kingdom

Telephone: Office: 01508 571485 / Mobile: 07547 210330

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- 4.6. If nobody is available to take delivery, please let us know using the contact details at the top of this page.
- 4.7. You are responsible for the goods when delivery has taken place. In other words, the risk in the goods passes to you when you take possession of the goods.
- 4.8. We may deliver your goods in instalments. If you want to see whether your goods may be delivered in this way, please speak with us in store or check the Confirmation E-mail (see clause 3.1.5).

5. Payment

- 5.1. We accept cash and the following credit cards and debit cards: **Visa Debit Card, Visa, MasterCard Debit, Mastercard.**
- 5.2. Your credit card or debit card will only be charged when the goods are dispatched.
- 5.3. Where payment is made by cheque, we will only dispatch goods once the cheque funds have cleared.
- 5.4. All payments by credit card or debit card need to be authorised by the relevant card issuer.
- 5.5. If your payment is not received by us and you have already received the goods, you:
 - 5.5.1. must pay for such goods within 30 days; or
 - 5.5.2. must return them to us as soon as possible. If so, you must keep the goods in your possession, take reasonable care of them (including ensuring that you follow any instructions or manuals given with the goods) and not use them before you return them to us. If you do not return any goods (such as where you have not paid for them) we may collect the goods from you at your expense. We will try to contact you to let you know if we intend to do this.
- 5.6. If you do not return any goods (such as where you have not paid for them) we may collect the goods from you at your expense. We will try to contact you to let you know if we intend to do this.
- 5.7. The price of the goods:
 - 5.7.1. is in pounds sterling (£)(GBP)
 - 5.7.2. includes VAT at the applicable rate
 - 5.7.3. does not include the cost of delivering the goods (if you want information on your delivery options and costs, speak with us at our premises or visit our webpage **‘Delivering to you’** before you place your order.

6. Nature of the goods

- 6.1. The Consumer Rights Act 2015 gives you certain legal rights (also known as ‘statutory rights’), for example, the goods:
 - 6.1.1. are of satisfactory quality
 - 6.1.2. are fit for purpose
 - 6.1.3. match the description, sample or model, and
 - 6.1.4. are installed properly (if we were to install any goods)
- 6.2. We must provide you with goods that comply with your legal rights.
- 6.3. The packaging of the goods may be different from that shown on the site.
- 6.4. While we try to make sure that all weights, sizes and measurements set out on the site are as accurate as possible.
- 6.5. Any goods sold:



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- 6.5.1. at discount prices
- 6.5.2. as remnants
- 6.5.3. as substandard

will be identified and sold as such. Please check that they are of a satisfactory quality for their intended use.

7. Faulty goods

- 7.1. Your legal rights under the Consumer Rights Act 2015 (also known as ‘statutory rights’), are set out at the top of this contract. They are a summary of your key rights. For more detailed information on your rights and what you should expect from us, please:
 - 7.1.1. speak with us at our premises and ask for our information sheet: **‘Our promise to you if you feel dissatisfied’ - please see the end of this Terms and Conditions.**
 - 7.1.2. visit our webpage: **‘Our promise to you if you feel dissatisfied’**
 - 7.1.3. contact us using the contact details at the top of this page, or
 - 7.1.4. visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06
- 7.2. Nothing in this contract affects your legal rights under the Consumer Rights Act 2015 (also known as ‘statutory rights’). You may also have other rights in law.
- 7.3. Please contact us using the contact details at the top of this page, if you want:
 - 7.3.1. us to repair the goods
 - 7.3.2. us to replace the goods
 - 7.3.3. a price reduction
 - 7.3.4. a refund

8. End of the contract

- 8.1. If this contract is ended it will not affect our right to receive any money which you owe to us under this contract.

9. Limit on our responsibility to you

- 9.1. Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury), we are not legally responsible for any:
 - 9.1.1. losses that:
 - (a) were not foreseeable to you and us when the contract was formed
 - (b) that were not caused by any breach on our part
 - 9.1.2. business losses
 - 9.1.3. losses to non-consumers

10. Disputes

- 10.1. We will try to resolve any disputes with you quickly and efficiently.
- 10.2. If you are unhappy with:
 - 10.2.1. the goods
 - 10.2.2. our service to you

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10.2.3. any other matter

please contact us as soon as possible.

10.3. If you and we cannot resolve a dispute using our internal complaint handling procedure, we will:

10.3.1. let you know that we cannot settle the dispute with you; and

10.3.2. give you certain information required by law about an alternative dispute resolution (ADR) provider.

10.4. If you want to take court proceedings, the relevant courts of the United Kingdom will have exclusive jurisdiction in relation to this contract.

10.5. Relevant United Kingdom law will apply to this contract.

11. Third party rights

11.1. No one other than a party to this contract has any right to enforce any term of this contract

Signed by ARTHUR PIOTROWSKI for and on behalf of PREZES ENGINEERING ENTERPRISES LTD	 ARTHUR PIOTROWSKI (Director)
Signed by:		
[insert name of purchaser]	[signature of purchaser]	

@ Underwritten by Fosters Solicitors - Norwich



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DELIVERING TO YOU

1.0 The dispatch

1.1 By dispatch we mean setting up the dispatch motion in particular:

1.1 Confirmation with the manufacturer stock availability. In the event estimated delivery would take over 30 days we would notify you in writing (via email) or by calling you seeking your acceptance / approval to wait above that period of time.

1.2 We would require a payment in full prior to posting the parcel.

1.3 Once the payment is cleared and we have your order in stock we would then arrange for the courier to collect the parcel from our premises within 48 hours and deliver it to you.

1.4 In some cases the delivery of your order may be shipped directly from the supplier to your credit card address.

2.0 The cost

2.1 The cost of delivery within the UK is free for all orders.

2.2 For orders from outside the UK please enquire via email or phone call and we will confirm in writing the cost of delivery to you.



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OUR PROMISE TO YOU IF YOU FEEL DISSATISFIED

1.0 VEGA-TEST Diagnosis

1.1 If you are not satisfied (whether partially or fully) with our VEGA-TEST services we would like you to tell us this as soon as you feel so, or as soon as you presume we may have made an error. You may want to do it during your diagnostic visit in verbal or afterwards with the means of a phone call or by sending us an email. Please use the contact details you can find on our web site to get in touch.

1.2 In situation such as above we will:

1.2.1 Get in touch with you to discuss your complaint in detail. We will endeavour to get in touch in under 48 hours unless our business is closed for holiday reason or other unforeseeable circumstances. On such occasions we may try and send you an acknowledging email confirming receiving your complaint and approximate time before we will be able to get back in touch.

1.2.2 We will discuss in detail your complaint and try to understand your point of view on VEGA-TEST Results.

1.2.3 If we admit the wrong doing we will offer to you:

1.2.3.1 Another appointment to reassess the results of VEGA-TEST and to repeat the full diagnosis if requested.

1.2.3.2 Partial Refund

1.2.3.3 Full Refund.

2.0 Faulty Goods

2.1 If you have identified the goods we dispatched are faulty and that they have not been affected by due delivery process, in this situation we would:

2.1.1 Replace the faulty component

2.1.2 Replace the whole set

2.1.3 Provide refund upon such a request.



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COMPANY DISCLAIMER STATEMENT**

1. Prezes Engineering Enterprise Ltd (PEEL) is not associated with the NHS in any way.
2. If you use PEEL services, you do so at your discretion.
3. PEEL staff are professionally trained in Electroacupuncture and VEGA-TEST and are accredited by the Ministry for Education of Poland. For training and certification in bioresonance information relating to PEEL representatives, please see visit our webpage ‘Certification’.
4. PEEL representatives do not hold medical qualifications and they are not professionally qualified through the NHS.
5. The **PERSONAL STORY** included on this web site is a subjective narrative setting out the personal experiences of PEEL founder, Arthur Piotrowski. We will respond to reasonable requests for information about Arthur’s experiences and where applicable, we will provide supporting evidence and documentation about his journey back to health.
6. PEEL is unable to provide services for clients with the following conditions:
 - heart pacemakers;
 - malignant and benign cancers;
 - epilepsy;
 - pregnancy or suspected pregnancy;
 - acute coronary syndromes and acute cerebral blood flow disorders;
 - bleeding disorders;
 - personal hypersensitivity to the influence of electromagnetic effect;
 - injured skin and skin diseases where skin touches the electrodes;
 - acute, psychic agitation or inebriation.
5. Women who suspect they might be pregnant are strongly encouraged to postpone testing until they can be certain they are not pregnant.
6. Bioresonance diagnostic results can typically vary. We may advise that you cross reference results with those from another qualified bioresonance specialist who we can recommend. Results may vary depending on various factors, for example client medication routines or intoxication (from caffeine, nicotine, alcohol other substances).
7. Different bioresonance equipment might lead to variations in diagnosis. We encourage all clients to seek out alternative credible bioresonance specialists to verify results if they have concerns.
8. PEEL in no way supports clients deciding to end their NHS support and/or treatment. Similarly PEEL encourages all clients to explore their options in terms of conventional medicine, in particular by accessing treatment and services through the NHS before resorting to bioresonance based therapies.
9. Clients who elect to use bioresonance based therapies without having first consulted appropriate NHS professionals, do so at their own risk.
10. We strongly advise that every PEEL client who intends to explore bioresonance based therapies should first alert his or her GP.