



Myofunctional Therapy UK

Supporting Orofacial and Airway Health

TERMS AND CONDITIONS FOR ONLINE THERAPY AND DENTAL SHOPS (United Kingdom)

Last Updated: 7th February 2025

These Terms and Conditions govern your use of our website and services related to online therapy and dental products. By accessing our website, purchasing our products, or using our services, you agree to be legally bound by these terms.

1. DEFINITIONS

- **"Company"** refers to Myofunctional Therapy UK Ltd, registered in the UK (Company number **11511983**).
- **"Customer"** refers to any individual using the website, purchasing products, or receiving services.
- **"Services"** refers to online therapy sessions, consultations, and related services.
- **"Products"** refers to dental products, devices, and related items sold via the website.

2. ELIGIBILITY

- You must be at least 18 years old to purchase products or access therapy services.
- Therapy services are not suitable for emergencies. If you are in crisis, contact emergency services immediately.
- The Company reserves the right to refuse service at its discretion.

3. MEDICAL DISCLAIMER

- **Online Therapy:** Our therapy services are for general orofacial functional therapy and are not a substitute for medical or psychiatric care.
- **Dental and Therapeutic Products:** Our dental and therapeutic products are sold as general-use items. They do not replace professional dental consultations, diagnoses, or treatments.
- **No Professional-Patient Relationship:** Use of our services does not establish a doctor-patient or therapist-client relationship beyond the scope of consultation.



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4. LIMITATION OF LIABILITY

- To the fullest extent permitted by law, the Company is not liable for any direct, indirect, incidental, or consequential damages arising from the use of our services or products.
- The Company does not guarantee specific results from therapy or product use.
- Customers assume full responsibility for decisions made based on advice received.

5. PAYMENT AND REFUNDS

- Payments must be made in full before access to services or dispatch of products.
- Refunds:
 - **Therapy Services:** Cancellations made at least 24 hours in advance may be eligible for a refund. No-shows or late cancellations are non-refundable.
 - **Dental Products:** Refunds are available only for faulty or damaged goods, in compliance with the UK Consumer Rights Act 2015. Opened packages or products with seal damage cannot be returned or refunded for hygiene reasons.

6. DELIVERY AND SHIPPING

- Products will be shipped within the estimated timeframe provided at checkout.
- The Company is not responsible for delays caused by shipping carriers.
- Customers must inspect products upon receipt and report any issues within 14 days.

7. CANCELLATION POLICY

- Customers may cancel therapy sessions with at least 24 hours' notice.
- Product orders can be cancelled before dispatch; after dispatch, returns must comply with our returns policy.

8. DATA PROTECTION AND PRIVACY

- Customer data is handled in accordance with the UK GDPR and the Data Protection Act 2018.
- We do not share personal data with third parties except as required by law or with customer consent.



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- More details can be found in our [Privacy Policy](#).

9. PRODUCT USAGE AND CUSTOMER RESPONSIBILITY

- Some oral devices may cause gagging in individuals with oral sensitivity.
- Customers **MUST** consult a dental care practitioner before purchasing any oral device.
- By purchasing, customers confirm they are buying the correct size and that they **DO NOT** have a gag reflex or any allergy to the materials used in the product.
- Customers acknowledge and accept that they remove any responsibility from the Company regarding suitability, fit, or adverse reactions to the product.

10. INTELLECTUAL PROPERTY

- All website content, including text, graphics, and trademarks, is owned by the Company or licensed for use.
- Unauthorized reproduction or use of our content is strictly prohibited.

11. DISPUTE RESOLUTION

- In the event of a dispute, customers should contact our support team to seek resolution.
- If a resolution cannot be reached, disputes will be settled under UK law.
- Customers may have the right to alternative dispute resolution (ADR) under UK consumer law.

12. GOVERNING LAW

These Terms and Conditions are governed by and interpreted in accordance with the laws of England and Wales. Any disputes shall be resolved in UK courts.

13. CHANGES TO TERMS

The Company reserves the right to update these Terms at any time. Continued use of the website and services after changes constitute acceptance of the new Terms.

For any questions regarding these Terms and Conditions, contact us at info@myofunctionaltherapy.co.uk.