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Other Price Lists Currently Available: **Oils** **Raw Materials** **Clearance** **Packaging** **Organic Products**

TRAINING COURSES

All courses are held in our offices in Fordingbridge and are run in small groups so you will get individual attention.
Each day counts as 5 CPD points for all qualified therapists. (excluding ** courses)

Time: Arrive 9.30 for start at 10.00 **Finish** 4.00
Cost: £ 75.00 plus VAT
Includes: Training, refreshments, course notes and any materials to use on the day which are then taken home

Blending Your Own Products – Level 1 with Fran McNulty Brown **Date To Be Confirmed**
Level 1 is an excellent opportunity to have a thorough introduction to blending and personalising your own products. This training day is open to all – whether qualified or just beginning with essential oils. Great for refreshing your skills or getting you started.

Blending Your Own Products – Level 2 with Fran McNulty Brown **Date To Be Confirmed**
Level 2 is a follow on course from Level 1 or suitable for people who already have some knowledge of blending your own products but wish to gain more knowledge and experience. You will look into more complicated blends and will leave at the end of the day full of ideas to create your own personal range.

Book Level 1 and Level 2 at the same time and receive a 10% discount (£135.00+vat for both days)

****Product Development with Kim Lahiri** **Date To Be Confirmed**
A course which covers everything you need to know from conception of the idea to getting your products out in the shops – including labelling, insurance, legal matters, health and safety, trading standards etc.

Expand Your Knowledge of Essential Oils with Fran McNulty-Brown **Date To Be Confirmed**
This is a course to introduce you to some of the more unusual essential and carrier oils, how to use them, what they blend with and what they are used for. This course will cover oils such as Argan, Melissa, Myrtle and Seabuckthorn. Ideally this course is for qualified therapists who wish to increase their repertoire of oils.

GIFT VOUCHERS

Gift Vouchers are available in denominations of £5.00

Botanical Skincare - Body

Bath

Name	500ml	1kg	5kg	10kg	25kg
Bubble Bath	3.25	4.50	21.00	40.50	96.25
Shower Gel	3.25	5.00	22.50	42.75	105.00

Bath - Sulphate-Paraben Free

Name	500g	1kg	5kg	10kg	25kg
Bath & Shower Gel	5.00	8.00	30.00	55.00	112.50
Bath Gel Base	3.25	5.00	22.50	42.75	105.00
Bubble Bath	7.00	10.00	40.00	70.00	150.00

Bath Milk Powder - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Lavender	3.00	7.50	12.00	55.00	100.00	225.00
Rose	3.00	7.50	12.00	55.00	100.00	225.00
Unscented	3.00	6.50	10.00	45.00	85.00	187.50

Bath Salts - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Lavender	2.00	2.95	4.50	20.00	38.00	83.00
Rose Geranium	2.00	2.95	4.50	20.00	38.00	83.00
Rosemary	2.00	2.95	4.50	20.00	38.00	83.00
Tangerine	2.00	2.95	4.50	20.00	38.00	83.00

Body Butters - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Natural	5.00	12.00	18.00	80.00	140.00	300.00

N.B. These Product are solid in consistency at room temperature

Body Custards - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Chocolate	4.50	7.00	10.00	40.00	70.00	
Natural	6.00	15.00	24.00	110.00	210.00	475.00
Raspberry	4.50	7.00	10.00	40.00	70.00	

Body Lotions - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Lotion Base S&P Free		4.50	7.00	32.50	60.00	137.50
Natural		5.00	8.00	35.00	65.00	150.00
Raspberry	3.00	4.00	6.00	25.00	40.00	

Body Milk

*** Sulphate and Paraben Free**

Name	500g	1kg	5kg	10kg	25kg
Unscented *	4.50	7.00	30.00	50.00	100.00
Vanilla *	3.00	4.50	20.00	35.00	75.00

Body Scrubs

Name	100g	500g	1kg	5kg	10kg	25kg
Unscented	4.00	7.00	10.00	40.00	70.00	150.00

Body Wash - Sulphate-Paraben Free

Name	500g	1kg	5kg	10kg	25kg
De-tox	6.00	9.00	40.00		
Morning Zest	5.50	8.00	32.50	55.00	
Warm and Spicy	5.00	7.00	30.00		

Soothing

Name	100g	500g	1kg	5kg	10kg	25kg
Aloe Vera Gel	4.00	6.50	9.00	40.00	70.00	150.00

Sunless Tanning

*** Sulphate and Paraben Free**

Name	100g	500g	1kg	5kg	10kg	25kg
Sunless Tanning Liquid	6.50	14.50	24.00	116.50	221.35	503.50

Ultra Gentle - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Body Lotion	4.50	10.00	15.00	70.00	130.00	300.00
Facial Moisturiser	4.50	12.00	18.50	85.50	162.50	387.50

Botanical Skincare - Face

Cleansers

*** Sulphate and Paraben Free**

Name	100g	500g	1kg	5kg	10kg	25kg
Clarifying Cleansing Cream *	4.00	6.00	9.00	40.00	70.00	150.00
Deep Cleansing Gel *	4.00	6.00	8.00	35.00	60.00	
Gentle Skin Cleansing Lotion *	4.00	7.00	10.00	40.00	70.00	150.00
Mild Cleanser Cream *	4.00	9.00	15.00	65.00	120.00	250.00
Mild Facewash Gel		5.00	8.00	30.00	55.00	112.50

Cosmeceutical - Sulphate-Paraben Free

*** Sulphate and Paraben Free**

Name	100g	500g	1kg	5kg	10kg	25kg
Skin Wrinkle Recovery Gel	20.00	60.00	100.00	480.00	900.00	2000.00

Eye Care - Sulphate-Paraben Free

*** Sulphate and Paraben Free**

Name	100g	500g	1kg	5kg	10kg	25kg
Cucumber Eye Gel	5.50	11.00	17.00	75.00	140.00	300.00
Eye Make Up Remover	3.00	6.00	9.00	40.00	70.00	150.00
Light Eye Cream	4.00	8.00	12.50	55.00	100.00	200.00

Facial Scrubs

*** Sulphate and Paraben Free**

Name	100g	500g	1kg	5kg	10kg	25kg
Dry Skin	6.50	18.50	28.50	129.50	246.05	581.00
Oily Skin *	5.00	10.00	15.00	65.00	120.00	

Lip Care - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Lip Balm	6.00	15.00	22.00	100.00	180.00	400.00

Masks - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Green Clay	5.00	8.00	12.00	50.00	90.00	200.00
Yellow Clay	5.00	8.00	12.00	50.00	90.00	200.00

Moisturisers - Sulphate-Paraben Free

*** Sulphate and Paraben Free**

Name	100g	500g	1kg	5kg	10kg	25kg
Day Cream	6.00	12.50	20.00	90.00	170.00	375.00
Day Moisturiser Light	5.50	14.00	22.00	100.00	190.00	450.00
Hydrating Facial Lotion		5.50	8.00	35.00	60.00	
Hydrating Facial Milk	4.00	5.50	8.00	35.00	60.00	
Moisturiser Unscented		8.00	12.00	50.00	90.00	200.00
Moisturising Day Vitaliser	5.00	12.00	18.00	85.00	160.00	375.00
Night Cream	7.00	20.00	30.00	140.00	260.00	600.00
Nutrient Night Replenisher	6.00	15.00	22.50	100.00		

Special Treatment - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Facial Serum Base	7.50	22.50	38.00	180.00	340.00	800.00
Silk Cream	4.50	7.50	11.00	47.50	85.00	
Silk Cream with Marine Collagen	8.00	22.50	35.00	165.00	320.00	750.00
Skin Rejuvenating Cream	6.50	10.00	15.00	65.00		

Toner - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Facial Toner - Alcohol Free	4.00	6.00	8.00	35.00	65.00	150.00

Botanical Skincare - Hair Care

Conditioner

* Sulphate and Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Base (Previously Classed as Organic) *		6.50	10.00	40.00	70.00	150.00
Concentrated *		10.00	15.00	70.00	130.00	300.00
For Asian Hair	2.00	5.20	8.00	37.50	71.25	164.50
Mild *	3.00	6.50	10.00	45.00	80.00	175.00
Natural Unscented *		5.00	8.00	37.50	70.00	162.50
Ultra Nourishing		6.00	9.00	42.50	80.00	
Vitanourish *	3.50	7.00	10.00	45.00	85.00	187.50

Shampoo

* Sulphate and Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Base		4.50	7.00	30.00	55.00	125.00
For Coloured Hair	4.00	6.00	8.00	35.00		
For Dry Scalp and Dandruff	4.00	10.00	15.00	70.00	130.00	300.00
For Normal Hair *		12.50	20.00	90.00	170.00	370.00
For Oily Hair *		6.00	8.00	35.00	60.00	
Hair Stimulant *		7.00	10.00	45.00	80.00	175.00
Light Conditioning *	4.00	6.00	8.00	35.00	60.00	
Mild		4.00	6.00	25.00	45.00	
Vitanourish *	4.00	7.00	10.00	45.00	80.00	175.00

Treatment

* Sulphate and Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Mild Hair Detangler *	4.00	6.00	9.00	40.00	70.00	150.00

We also recommend: Argan Oil Monoi de Tahiti See Oils Price List

Botanical Skincare - Hands & Feet

Foot Care - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Foot Balm - Peppermint	4.50	10.50	15.50	74.00	140.60	310.00
Foot Balm - Unscented	4.00	6.00	8.00	35.00	60.00	
Foot Scrub - Peppermint	5.00	10.00	15.00	70.00	130.00	300.00

Hand & Nail Care - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Anti-Bacterial Hand Gel		5.00	8.00	35.00	60.00	
Hand Cream	5.00	10.00	16.00	70.00	130.00	300.00
Protective Hand and Body Cream		8.00	12.00	50.00	90.00	

Botanical Skincare - Men's Care *Sulphate & Paraben Free

Name	100g	500g	1kg	5kg	10kg	25kg
Aftershave Skin Balm (Lotion)*	4.50	8.00	12.50	59.00	112.10	263.50
Aftershave Skin Toner *	3.50	6.00	9.50	44.50	84.55	197.50
Shaving Gel Sulfate and Paraben Free *	5.00	10.00	15.00	65.00	120.00	275.00

Spa Range - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg		25kg
Antioxidant Boost Facial Mask	7.00	18.00	30.00	280.00		625.00
Antioxidant Facial Toning Mist	4.00	8.00	12.00	50.00		212.50
Balance Body Mask	6.00	14.00	22.00	100.00		
Balance Body Scrub	5.00	10.00	16.00	70.00		300.00
Balance Facial Cleansing Lotion		4.50	7.00	30.00		
Balance Facial Hydrating Lotion	4.00	7.00	10.00	45.00		
Exfoliating Facial Gel	5.00	10.00	16.00	70.00		300.00
Harmony Body Scrub	5.00	10.00	16.00	70.00		
Harmony Facial Cleansing Cream	3.00	6.00	9.00	40.00		
Harmony Facial Hydrating Lotion		4.00	6.00	25.00		
Post Laser and Waxing Gel	4.20	7.00	11.00			
Restore Body Mask	4.00	7.00	10.00	45.00		
Restore Body Wash	4.20	8.00	12.00			
Restore Facial Cleansing Lotion	4.00	8.00	12.00	50.00		

Australian Native Botanical Skincare - Sulphate-Paraben Free

Name	100g	500g	1kg	5kg	25kg
Body Lotion	3.00	6.00	9.00	40.00	

Organic Skincare Products

Organic Botanical Skincare Bases

**** Sulphate and Paraben Free***

Name	*100g*	*500g*	*1kg*	*5kg*	*10kg*	*25kg*
*Body Custard **	*5.00*	*10.00*	*15.00*	*65.00*	*120.00*	*250.00*
*Body Lotion **	*4.00*	*8.00*	*12.00*	*50.00*	*90.00*	*200.00*
Conditioner	*4.00*	*8.00*	*12.00*	*50.00*	*90.00*	*175.00*
Eye Cream	*8.00*	*20.00*	*30.00*	*140.00*	*270.00*	*625.00*
Moisturising Cream	*8.00*	*19.00*	*28.00*	*125.00*	*240.00*	*550.00*
Shampoo	*4.00*	*6.00*	*9.00*	*40.00*	*70.00*	*150.00*
Shower & Bath Gel	*4.00*	*6.00*	*9.00*	*40.00*	*70.00*	*150.00*
Sugar Scrub		*6.00*	*9.00*	*40.00*	*70.00*	

Organic Baby Products

Name	*6ml*	*17ml*	*50ml*	*100g*	*500g*	*1kg*
*Lullaby Blend (was Restful Sleep) **	*2.50*	*4.00*		*8.00*	*25.00*	*40.00*

Organic Balms/ Salves

**** Sulphate and Paraben Free***

Name	*500g*	*1kg*	*5kg*	*10kg*	*25kg*
*Muscle Balm **	*6.00*	*9.00*	*40.00*	*75.00*	*162.50*

Organic Lip Balms

Name	*100g*	*500g*	*1kg*	*5kg*	*10kg*	*25kg*
Mint	*5.00*	*8.00*	*12.00*	*55.00*	*100.00*	*225.00*
Natural	*4.50*	*7.00*	*10.00*	*45.00*		

Soaps

Liquid Soap

Name	500g	1kg	5kg	10kg	25kg
Castile	4.50	7.50	32.50	60.00	125.00
Lavender	4.00	5.50	22.50	40.00	
Tea Tree	4.50	7.50	34.50	65.55	145.00
Unscented	4.50	7.00	27.50	50.00	100.00

Soap - Melt & Pour

Name	500g	1kg	5kg	10kg	25kg
Certified Organic	*5.00*	*7.00*	*30.00*	*55.00*	*125.00*
Clear	3.50	5.50	25.00	45.00	100.00
Foaming Bath Butter		9.00	40.00	80.50	
Goats Milk	4.00	6.00	25.00	45.00	100.00
Suspension Soap		8.00	35.00	69.00	
White Opaque		6.00	25.00	46.00	

** For a list of our Soap Moulds please see our Raw Materials Price List.

Soap Bars

Name - all in 100g bars	100g	500g	1kg	5kg	10kg	25kg
African Black	3.30	16.00	31.00	150.00	295.00	712.50
Cinnamon & Tangerine	1.40	6.50	11.50	55.00	104.00	232.00
Orange with Rose Petals	1.40	6.50	11.50	55.00	104.00	232.00

Name	100g	1kg block
Citrus Boost	1.50	10.00
Floral Blossom	1.50	10.00
Lavender Blue	1.50	10.00
Sassy Mint	1.50	10.00
Woodland Walk	1.50	10.00
Yule	1.50	10.00

Also see Charity Products for soap bars

Soap Making

Name	Description	Price
Soap Making Safety Kit	Goggles, 5 pairs of Latex Gloves and 3 face masks.	5.75

Name	1kg	5kg	10kg
Lye	4.50	21.25	37.50

Soap Making Kits

Name	Price
Kit Includes: 1kg Melt and Pour Soap, 3 x 6ml Essential Oils, 2 x 15g Mica, 4 Shape Soap Mould, 20 Sheets Cellophane Wrapping, 1 Sheet Labels, Instruction Leaflet	
Christmas	15.99
Citrus	15.99
Floral	15.99

Floral Waters

Name	1 Litre	5 Litres	10 Litres	25 Litres
Bay	4.50	20.00	38.00	83.00
Bergamot	4.50	20.00	38.00	83.00
Cardamom	4.50	20.00	38.00	83.00
Chamomile German Blue	6.50	26.00	49.40	124.00
Chamomile Roman	6.50	26.00	49.40	124.00
Cinnamon	4.50	20.00	38.00	83.00
Clary Sage	4.50	20.00	38.00	83.00
Clove	4.50	20.00	38.00	83.00
Cypress	4.50	20.00	38.00	83.00
Eucalyptus	4.50	20.00	38.00	83.00
Geranium	4.00	19.00	36.00	80.00
Grapefruit	4.50	20.00	38.00	83.00
Jasmine	8.50	39.50	75.05	165.50
Juniperberry	4.50	20.00	38.00	83.00
Lavender	4.50	20.00	38.00	83.00
Marjoram	6.50	26.00	49.40	124.00
Melissa	4.50	20.00	38.00	83.00
Midnight Combination	8.80	42.40	80.00	165.00
Myrtle	4.50	20.00	38.00	83.00
Neroli	4.50	20.00	38.00	83.00
Nerolina	4.50	20.00	38.00	83.00
Niaouli	4.50	20.00	38.00	83.00
Orange Sweet	4.50	20.00	38.00	83.00
Oregano	4.50	20.00	38.00	83.00
Peppermint	4.50	20.00	38.00	83.00
Refresh Combination	8.80	42.40	80.00	165.00
Rosalina	5.50	25.00	47.50	97.00
Rose Bulgarian	7.50	34.50	65.55	145.00
Rose Croation	4.50	20.00	38.00	83.00
Rosemary	4.50	20.00	38.00	83.00
Spearmint	4.50	20.00	38.00	83.00
Spikenard	4.50	20.00	38.00	83.00
Tea Tree	4.50	20.00	38.00	83.00
Witch Hazel	5.50	25.00	47.50	97.00
Ylang Ylang	4.50	20.00	38.00	83.00
Zesty Combination	8.80	42.40	80.00	165.00

Flower Essences of Australia

New Directions now stock Flower Essences of Australia

Single Essences

Product	25ml	50ml
Alpine Mint Bush	8.29	12.46
Angelsword	8.29	12.46
Banksia Robur	8.29	12.46
Bauhnia	8.29	12.46
Billy Goat Plum	8.29	12.46
Black Eyed Susan	8.29	12.46
Blackboy	8.29	12.46
Boab	8.29	12.46
Boronia	8.29	12.46

Product	25ml	50ml
Bottlebrush	8.29	12.46
Bush Fuschia	8.29	12.46
Bush Iris	8.29	12.46
Christmas Bell	8.29	12.46
Crowea	8.29	12.46
Dagger Hakea	8.29	12.46
Five Corners	8.29	12.46
Flannel Flower	8.29	12.46
Fringed Violet	8.29	12.46
Green Spider Orchid	8.29	12.46
Grey Spider Flower	8.29	12.46
Isopogon	8.29	12.46
Jacaranda	8.29	12.46
Kangaroo Paw	8.29	12.46
Little Flannel Flower	8.29	12.46
Macrocarpia	8.29	12.46
Mountain Devil	8.29	12.46
Mulla Mulla	8.29	12.46
Old Man Banksia	8.29	12.46
Paw Paw	8.29	12.46
Peach Flowered Tea Tree	8.29	12.46
Pink Mulla Mulla	8.29	12.46
Red Grevillea	8.29	12.46
Rough Bluebell	8.29	12.46
She Oak	8.29	12.46
Southern Cross	8.29	12.46
Sturt Desert Pea	8.29	12.46
Sturt Desert Rose	8.29	12.46
Tall Mulla Mulla	8.29	12.46
Turkey Bush	8.29	12.46
Waratah	8.29	12.46
White Spider Orchid	8.29	12.46
Wild Potato Bush	8.29	12.46
Yellow Cowslip Orchid	8.29	12.46

Combination Essences

Product	25ml	50ml
Calm and Relax	7.08	11.63
Confidence Boost	7.08	11.63
Detox Essence	7.08	11.63
Dynamic Recovery	7.08	11.63
Electroguard	7.08	11.63
Emergency Rescue	7.08	11.63
Intimacy	7.08	11.63
Learning and Focus	7.08	11.63
Positivity	7.08	11.63
Relate-well	7.08	11.63
Travel-well	7.08	11.63
Woman Balance	7.08	11.63

Oral Sprays

Product	15ml
Calm and Relax	5.79
Dynamic Recovery	5.79
Emergency Rescue	5.79

Spritz Sprays

Product	25ml	50ml
Clear and Protect	6.63	12.46
Travel Refresh	6.63	12.46

FEA Handy Kits

A combination of 2 or 3 Flower Essences which are deigned to complement each other, contained in a Clearview Pouch

Product	Description	Price
Detox	Detox Essence, Electroguard, Dynamic Recovery	16.63
Emergency	Emergency Rescue, Calm and Relax, Dynamic Recovery	16.63
Inner Beauty	Woman Balance, Positivity, Confidence Boost	16.63
Woman	Woman Balance, Detox Essence, Dynamic Recovery	16.63
Travel	Travel-Well Essence, Travel-Refresh Spritz	16.63

Hopi Ear Candles

Product	1 PAIR	5 PAIRS
Hopi Ear Candles	5.00	22.50

Linen Waters

Name	1 Litre	5 Litres	10 Litres	25 Litres
Citronella	6.00	27.00	51.30	114.00
Cucumber	6.00	27.00	51.30	114.00
Eucalyptus	6.00	27.00	51.30	114.00
Lavender French	6.00	27.00	51.30	114.00
Lemon Myrtle	6.00	27.00	51.30	114.00
Lemongrass	6.00	27.00	51.30	114.00
Lime	6.00	27.00	51.30	114.00
Orange Sweet	6.00	27.00	51.30	114.00
Rainforest	6.00	27.00	51.30	114.00
Rose Geranium	6.00	27.00	51.30	114.00
Rosemary	6.00	27.00	51.30	114.00
Ylang Ylang	6.00	27.00	51.30	114.00

Charity

Each year we chose a charity to raise funds for and use a variety of means to raise money. For 2013 we have chosen Clover House Centre for Children who provide an affordable, integrated, triple-therapy approach, highly effective in helping to alleviate conditions such as dyslexia, asthma, ADHD and Autistic Spectrum Disorders etc.. For more information see their website at http://www.cloverhouse.org/welcome

To raise funds we participate in sponsored events, hold raffles, sell charity items and produce our own charity products to sell.

The following products are produced at our warehouse in the UK and are made using our base products and 100% pure essential oils with a donation being made to charity for each unit sold.

Bath Time Pack - a jute bag containing a bubble bath & body lotion of Beautifully Blue & Perfectly Pink	5.00	£1.50 per pack to Clover House
Beautifully Blue Soap Bar - Lavender and Lemongrass scented	1.50	50p per bar to Clover House
Obviously Orange Soap Bar - Orange Sweet scented	1.50	50p per bar to Clover House
Perfectly Pink Soap Bar - Rose Geranium scented	1.50	50p per bar to Clover House
Gorgeously Green Soap Bar - Peppermint & Lime scented	1.50	50p per bar to Clover House

Ordering Guidelines

1. Orders can be placed through our website, by email, fax, post or telephone. In order to avoid communication errors we strongly recommend that orders be placed in writing via our website, email or fax. We guarantee the accuracy of written orders, however, we accept no responsibility for errors as a result of verbal miscommunication.

2. We pride ourselves on the speed of our service. Orders are processed within two working days of being received. We cannot guarantee despatch times in situations affected by circumstances beyond our control. Once the order has been processed, any changes will be treated as a new order.

3. International orders will need to be confirmed before the order is processed, payment is charged, and despatch is made. The order will be held until the customer advises the final confirmation.

4. Due to the volatile nature of the essential oil market, price commitment is made on the placement of order only. We endeavour to ensure accurate pricing on both our catalogue and website. We will do our best to notify our customers of discrepancies due to changes in prices.

5. Whilst we do not impose minimum order quantities, ordering items in bulk can result in substantial savings.

6. If any item is short delivered and has been charged for, New Directions will be more than happy to cover the cost of freight in sending the goods as soon as possible. Please note items are not backordered and need to be re-ordered at the time they become available.

your arrival. Pick Up hours are between 9.00am and 5.00pm. If you require same day pick up please call in advance to place your order and arrange a time to collect.

Payment Method

1. All orders must be paid for prior to shipping. Cash payment is only acceptable at our Fordingbridge office.

2. We accept debit and major credit cards. We also accept Direct Deposits (see bank details below). If you choose to pay via Direct Deposit please fax or email your official Direct Deposit receipt stating your order number. Orders will only be despatched once full payment has been received.

3. Cheques are to be made out to New Directions. Cheques must be received at our Fordingbridge Head Office before the order can be despatched. Please record your order reference number/ business name on the reverse of all cheques.

4. Credit card payment is available at our Fordingbridge warehouse for collections.

5. Payment may be made via PayPal, please contact NDUK for details.

Our account details for direct deposit:
Bank name: Lloyds TSB Bank
Account name: NEW DIRECTIONS EUROPE LIMITED
International Bank Account Number: GB86LOYD30848729282668
Branch Identifier Code: LOYDGB21782
Sort Code: 30-84-87 Account Number: 29282668

Pricing & Taxes

1. All prices are quoted in UK Pounds Sterling. Prices quoted in our Price List, catalogue and website do not include VAT.
2. VAT is applied to all orders within the UK on taxable items including freight. We cannot waive VAT.
3. Orders outside of the EU do not incur VAT, however there may be import duties and taxes applicable to the destination of shipment that NDUK cannot be responsible for. If you have questions about these charges please contact your local customs office.
4. Orders within the EU (excluding the UK), VAT is chargeable unless you provide your VAT number at the time of ordering.
5. All prices are quoted ex-works and do not include shipping and transportation costs.

Cancellations

1. Orders cancelled after 24 hours of the time of order placement will incur a 20% restocking fee.
2. Orders left on a 'Wait' status or unconfirmed or unpaid beyond 4 weeks will be automatically deleted from our system.
3. Pick Up orders must be collected within 7 days or they will be returned to warehouse inventory.

Shipping

1. NDUK has accounts with several major courier companies. We will arrange freight through these accounts for you unless you require shipping through your own courier. If you wish to use your own courier we cannot be held responsible for loss or damage once goods leave our warehouse. Please advise your national / international account number and UK contact details of your courier in the 'Special Instructions/Comments' sections with your order.
2. Freight calculation is based on weight, volume and destination. A guide is shown below, please call/ email for quotes on heavier parcels or to destinations not listed.

Destination	Criteria	Price	Method
Mainland UK	Orders under the value of £50.00 excluding VAT	£3.99	Royal Mail
	Orders between the value of £100 & £249.99 excluding VAT	£3.99	Next working day courier
	Orders exceeding £250.00 excluding VAT	£0.00	Next working day courier or pallet shipping company
	0		

Destination	Criteria	Prices From	Method
Zone 1	Orders not exceeding 1.5kg and under £100.00	£12.00	AirMail - untracked service
	Orders up to 20kg or over £200.00	£14.50	Courier
Zone 2	Orders not exceeding 1.5kg and under £100.00	£12.00	AirMail - untracked service
	Orders up to 20kg or over £200.00	£16.50	Courier
Zone 3	Orders not exceeding 1.5kg and under £100.00	£12.00	AirMail - untracked service
	Orders up to 20kg or over £200.00	£26.50	Courier
Zone 4	Orders not exceeding 1.5kg and under £100.00	£12.00	AirMail - untracked service
	Orders up to 20kg or over £200.00	£28.00	Courier
Zone 5	Orders not exceeding 1.5kg and under £100.00	£12.00	AirMail - untracked service
	Orders up to 20kg or over £200.00	£35.00	Courier
Zone 6	Orders not exceeding 1.5kg and under £100.00	£16.00	AirMail - untracked service
	Orders up to 20kg or over £200.00	£40.00	Courier

Current courier zone definition:

Zone 1	Belgium, Republic of Ireland, Luxembourg, Netherlands
Zone 2	Channel Islands, Denmark, France, Germany
Zone 3	Austria, Italy, Portugal, Spain
Zone 4	Finland, Sweden
Zone 5	Andorra, Bulgaria, Czech Republic, Estonia, Gibraltar, Hungary, Latvia, Liechtenstein, Lithuania, Norway, Poland, Romania, Slovakia, Slovenia, Switzerland
Zone 6	Russian Federation, Turkey, Ukraine

3. Courier fees are quoted on all orders over £100.00 in value being sent outside mainland UK. If you prefer your goods to be sent via AirMail NDUK will only compensate up to £100.00 per parcel in the event of loss or damage.
4. NDUK does not charge handling or packing fees unless special legal or specification documents are requested.
5. Alternative shipping methods can be arranged at the customers risk. NDUK takes no responsibility for any items lost or damaged or any damage that occurs during alternative shipping methods.
6. All orders must be checked and any discrepancies notified to NDUK immediately upon receipt. Any discrepancies raised after 7 days will not be considered.
7. International shipping may require legal documents for export purposes. Please check with your local shipping agent or customs agent. Goods being held, stored, or penalties incurred in processing International orders will be passed on to the buyer/importer.

Returns & Replacements

1. Any discrepancies must be reported within 7 days of receiving your order. It is important to note the name of the Sales Consultant who has dealt with your return. Any discrepancies with your order will be logged in our system for quick reference so that we can better manage your account. No returns or exchange will be allowed after 7 days from receipt of your order.
2. Any problems which are not the fault of New Directions will incur a 20% re-stocking fee. If a return or refund is necessary, this must fall within 2 months of the invoice date. Returns will not be accepted beyond 2 months.
3. If an error has been made by New Directions with regards to a written order, either invoicing or packing, we will gladly pay for return shipment. If customer requires urgent re-despatch, it will be necessary to pay for goods at the time the re-order is lodged, which will then be credited/refunded when we receive the returned goods.
4. Errors made by clients when placing their order can be returned if reported within 7 days and products are unopened. This will incur the 20% restocking fee. This includes change of mind returns also. Goods must arrive in re-saleable condition. Return freight will be at customer's expense. 20% Restocking Fee covers costs of time and labour involved with returning goods to the warehouse.

5. Goods must be re-packed carefully for return and the package must include a letter identifying your invoice number, name, contact information as well as why the goods are being returned. Whether you require a credit or a replacement, it is extremely important to provide as much detail as possible about what you are returning so that the return can be processed accurately and promptly.

Sample Policy

We are happy to supply samples. Please note we have a policy of a maximum of 5 free samples per new customer. Any additional samples requested will be charged at a unit price or a nominal fee of £1.00 per item.

Product Liability

The stability and nature of our products may be altered depending on storage conditions, or when used in combination with other ingredients. This is beyond our control and we strongly recommend lab tests prior to commercial runs. NDUK cannot accept any liability in this regard .

Disclaimer

The information contained in this Price List is obtained from current and reliable sources.
New Directions UK provides the information contained herein in good faith but makes no representation as to its comprehensiveness or accuracy.
Individuals receiving this information must exercise their independent judgment in determining its appropriateness for a particular purpose.
As the ordinary or otherwise use(s) of this product is outside the control of New Directions UK, no representation or warranty, expressed or implied, is made as to the effect(s) of such use(s), (including damage or injury), or the results obtained.
New Directions UK expressly disclaims responsibility as to the ordinary or otherwise use(s). Furthermore, nothing contained herein should be considered as a recommendation by New Directions UK as to the fitness for any use. The liability of New Directions UK is limited to the value of the goods and does not include any consequential loss.
New Directions UK shall not be liable for any errors or delays in the content, or for any actions taken in reliance thereon.
New Directions UK shall not be responsible for any damages resulting from use of or reliance upon this information.
The user of the product is solely responsible for compliance with all laws and regulations applying to the use of the products, including intellectual property rights of third parties.

Manufactured Products Ingredient Disclaimer

As the availability of ingredients and raw materials is not always certain, whether due to changes in nature or otherwise, New Directions UK reserves the right to substitute alternate ingredients/raw materials in the manufacture of its products and bases in order to maintain supply to its customers.
Customers should always refer to the ingredients label as affixed to each product or to specification sheets which are current at the time of supply of the product.

Payment & Delivery Information

1. There is no minimum order value
2. Pick-ups are welcome with 24 hours notice
3.Prices are negotiable for bulk orders exceeding those in the Price List
4. All prices are subject to VAT to all EU countries unless a VAT number is provided at the time of placing the order. No VAT is charged on exports to countries outside the EU
5. Pre-payment is required for all customers. Credit accounts are not available
6. Prices may be subject to change
7. No returns or exchange after 7 days from receipt of order
8. All prices quotes are in GBP sterling and VAT charged is at the standard UK rate which is currently 20%
9. All prices in our Catalogue, Price Lists and Website do not include VAT

Quality Assurance

At New Directions we firmly believe that Quality Control is of utmost importance and it is imperative that the most meticulous tests are carried out for every product in our range. Uncompromising quality is a responsibility, which we take seriously. New Directions' commitment to quality is coordinated by our in-house

Quality Control

GLC TESTING : One of the most sophisticated methods of testing, Gas Liquid Chromatography ensures that the most irregular types of adulterants can be found. Every batch of essential oil received must pass this analysis before reaching you.

VISUAL AND SMELL TESTS : Sensory tests are the initial tests conducted. The translucency, colour, viscosity, solubility and smell of the oil have been tested to maintain the quality of an optimum-grade essential oil.

SPECIFIC GRAVITY TESTS : Specific gravity is the density of a substance divided by the density of water. Since water has a density of 1 gram/cm3, and since all of the units cancel, specific gravity is the same number as density but without any units.

REFRACTIVE INDEX TESTS : The ratio of the velocity of light in a vacuum to its velocity in a transparent specimen. The index of refraction is related to the physical structure of the medium through which light is passing. For this reason, the index of refraction is a characteristic of substances that can be employed in identifying unknowns. The higher the refractive index, the greater the amount of dispersion, which increase the brilliance of a material.

ACID VALUE TESTS : The amount of free acid present in fat as measured by the milligrams of potassium hydroxide needed to neutralize it.

HYDROXYL VALUE TEST : A measure of hydroxyl (univalent OH) groups in an organic material.

IODINE VALUE TEST : Also called Iodine Number, a measure of the degree of unsaturation of an oil. The amount of iodine, in grams, that is taken up by 100 grams of the oil. A low iodine value implies a high degree of saturation.

SAPONIFICATION VALUE TESTS : The saponification value is the amount of alkali necessary to saponify a definite quantity of the sample. It is expressed as the number of milligrams of potassium hydroxide (KOH) required to saponify 1 gram of the sample.

HEAVY METAL TESTS : Lead, mercury and arsenic products are tested to be free of detectable levels of these heavy metals.

Combining these tests ensures that the physical and chemical parameters of the oils are thoroughly examined. The thorough and continuous liaising between in-house chemists and aromatherapist ensure that oils that fail these stringent tests are discarded immediately. The result of these tests guarantee that our customers obtain the greatest level of confidence in New Directions and receive only the highest quality products. We welcome our clients to visit our laboratory and see our quality control systems.

CLEAN ROOM : Products are filled in dust free environment