



Tel: 01723 892222

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## **Wold Top Brewery Returns Policy**

### **Returns Statement**

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, we require a receipt or proof of purchase. There are certain situations where only partial refunds are granted: (if applicable) \* Any item not in its original condition, is damaged or missing parts for reasons not due to our error. \* Any item that is returned more than 14 days after delivery REFUNDS (IF APPLICABLE) Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. LATE OR MISSING REFUNDS (IF APPLICABLE) If you haven't received your refund yet please double check your Paypal/Credit Card/Bank Account - there is often some processing time before a refund appears. If you've done all of this and you still have not received your refund yet, please contact us at [enquiries@woldtopbrewery.co.uk](mailto:enquiries@woldtopbrewery.co.uk). EXCHANGES (IF APPLICABLE) We only replace items if they are defective or damaged. If an item has arrived damaged please notify us by email [enquiries@woldtopbrewery.co.uk](mailto:enquiries@woldtopbrewery.co.uk) or phone 01723 892222 (Mon-Fri 8.30am to 5pm) and we will arrange with you to send out a replacement. SHIPPING To return your product, you should send your product to: Wold Top Brewery, Hunmanby Grange, Wold Newton, Driffield, East Yorkshire, YO25 3HS. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you may vary.

### **Right to Cancel Statement**

You have a right to cancel any order placed with us before the order is processed and dispatched. If the order has already been processed and dispatch we will be unable to cancel the order.

### **Complaints Handling Policy**

Please contact us.

### **Alcohol Statement**

When ordering and making a payment you have confirmed that you are aged 18 or over.