



Tel: 01580 879601

Email: info@wealdsmokery.co.uk

The Weald Smokery Returns Policy

Returns Statement

We try to ensure that your order arrives in good condition and we use specially designed insulated packaging and chiller packs to achieve this. Our insulated packaging uses sheep's wool, which is sustainable and highly effective, giving us an eco-friendly solution to keeping your order chilled.

Right To Cancel Statement

We are happy to accept alterations to an order, as long as it has not been packed ready for despatch.

Complaints Handling Policy

Please contact info@wealdsmokery.co.uk or call us on 01580 879601

Additional Delivery Terms & Conditions

Our deliveries are arranged through an independent courier, therefore we cannot take responsibility for delays which are outside of our control, such as inclement weather, industrial action or a van malfunction! Obviously we will endeavour to inform you of any delays.

Because of the perishable nature of our products, our courier company is authorised by us to leave your parcel in a safe place. We feel it is better for them to deliver the parcel, in this way, rather than you having to collect it from the depot or to arrange a redelivery. In order to help the driver, you can indicate a suitable place to leave the parcel, eg in the garage, when you place your order.

Unfortunately our packaging sometimes makes our parcels too large to be posted through the average sized letterbox. A daytime telephone number is also needed, for yourself and for where the parcel is going to, so that the driver can contact you. Postcodes and telephone numbers are required for both the orderer and where the parcel is going.

The Weald Smokery cannot be held responsible for parcels that are undelivered or misrouted due to incorrect addresses and postcodes provided by the customer or recipients who are permanently away.

All our products arrive vacuum packed and you should have at least 14 days in which to use them. We recommend opening our packets a short while before you want to serve it, in order for the air to 'lift' the products, making separating easier and allowing the product to "breathe" which, like a fine wine, always allows the flavours to come out. They should be kept refrigerated and consumed within 3 days of opening. You can also freeze all our products, except Gravad Lax and this does not adversely affect either the taste or the texture.