



Tel: 01929 463824

Email: contact@thewasabicompany.co.uk

The Wasabi Company Returns Policy

Returns Statement

In the unfortunate event that you are dissatisfied with any of our products we will be happy to offer a replacement item, refund, or in certain circumstances a discount against your next purchase.

If you wish to return a non-perishable item for any reason other than it not being of satisfactory quality (faulty etc), you may do so at your own expense. We will refund the cost of the item as long as it is returned to us within 7 days of purchase in the same condition as when we sent it to you.

Right To Cancel Statement

You may cancel your order at any time up to the cut-off point for ordering. This varies according to the day of the week and you can see full details of the cut-off time in our delivery terms and conditions. We will only accept cancellations by telephone. Email, post or any other means are not acceptable. We will refund any payment you have made, but reserve the right to make a 'cancellation charge' of £5 to cover the costs incurred by us in handling your payment/credit and packaging your order for dispatch.

Complaints Handling Policy

We make every effort to ensure that you never have to complain about products or services provided by The Wasabi Company. However, if you are dissatisfied in any way please contact us in the first instance by telephone or email us at info@thewasabicompany.co.uk giving as much detail as possible and we will acknowledge your complaint within 24 hours and aim to be in touch with a resolution within 7 days of your initial contact.