



Tel: 01851 672396

Email: info@uiglodge.co.uk

Uig Lodge Returns Policy

Returns Statement

Due to the nature of the Goods (Foodstuffs), Uig Lodge cannot accept returns but refunds may occasionally be offered at the discretion of the management. Where goods are found to be faulty either a replacement will be issued or a full refund given. Refunds will be reimbursed by cheque via Royal Mail Post.

Right To Cancel Statement

Where you enter into this Contract as a Consumer, the following conditions shall apply: (a) You have the right to cancel the Contract without charge (save as set out below), by notice in writing to us at any time within the Cancellation Period (the period of seven working days from the date of delivery of the Goods) . This right to cancel does not apply to any Contract which falls within regulation 13 of the Regulations, including any Contract concerning the provision of any Goods which have been made to your specification. In addition, this right to cancel does not apply where Goods have been used or packaging opened in any way. (b) If you choose to exercise the right to cancel within the Cancellation Period in respect of any Goods, you shall be responsible for returning the Goods to us and you shall bear all costs of delivery of the Goods from you to us. (c) To exercise the right to cancel, you must notify us of this intention by emailing us at sales@uiglodgesalmon.co.uk

Complaints Handling Policy

Please contact us info@uiglodge.co.uk

Additional Delivery Terms & Conditions

1 Delivery shall be regarded as taking place when the carrier delivers the Goods at the agreed delivery address. 2 Any dates quoted for delivery of the Goods are approximate only and we will not be liable for any delay in delivery of the Goods however caused. Time for delivery will not be of the essence. Without affecting our other rights, if you fail to take delivery of the Goods at the specified time we may store and insure the Goods and you will reimburse to us on demand all of our costs in doing so. If delivery is to take place in instalments, each delivery will be a separate contract. 3 Risk of loss of or damage to the Goods shall pass from us to you on delivery. You must notify us of any shortages or damage to the Goods within 7 days of delivery. Your failure to do so shall be conclusive evidence that you have accepted the Goods.