



Tel: 01332 585 575

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## Tori & Ben's Returns Policy

### Returns Statement

If your order is incorrect or damaged, or you are not completely satisfied with any products you receive, please call or email us and we'll do our best to rectify any problems as quickly as possible. If the products received are defective or damaged we will offer a replacement or a full refund (including postage costs). Please note that goods must be returned before the Use by date.

### Right To Cancel Statement

You have the right to cancel any order made, unless the order has already been processed and dispatched in which case we will be unable to cancel the order.

### Complaints Handling Policy

We sincerely hope that you never have cause to complain about our service or products. However, if you do, please call or email us. We will try to acknowledge your complaint within 1 working day, and say how we propose to resolve it within 5 working days.