



Tel: 01132869129

Email:  
info@swillingtonorganicfarm.co.uk

## **Swillington Organic Farm Returns Policy**

### **Returns Statement**

We're proud of everything we produce and we hope you enjoy it. However, if for any reason you're not fully satisfied with the quality of our produce let us know immediately and we'll refund or replace it. By law, We must provide goods that are of satisfactory quality, fit for purpose, as described at the time of purchase.

If any Goods you have purchased do not comply and, for example, have faults or are damaged when you receive them, or if you receive incorrect Goods, please contact Us as soon as reasonably possible to inform Us of the fault, damage or error, and to arrange for a refund, or replacement.

### **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**

Should you have a complaint with our service or products please contact info@swillingtonorganicfarm.co.uk in the first instance.

### **Additional Delivery Terms & Conditions**

We cannot accept liability for any inconvenience or loss where we are unable to deliver to you, or deliver to you late for reasons beyond our control (e.g. adverse weather, vehicle breakdown, traffic congestion, strike actions, supplier failures). We will of course refund you for any part of your order which is not delivered or which has been compromised as a result of the delay. You must inspect your goods as swiftly as possible after delivery and notify us promptly of any errors.

We will refund you for any products you receive that were not ordered, are faulty, have been substituted with a product that is unacceptable to you or that were delivered without us following these terms and conditions. However, such liability will be limited to the value of the erroneous and / or undelivered goods. Delivery shall be deemed complete once We have delivered the Goods to the address provided in your Order. It is your responsibility to make suitable arrangements to receive your delivery.

The delivery details section of your Order is important as it allows you to leave instructions of a suitable location where your delivery can be left if you are not at home to take receipt of the goods. Once your delivery instructions have been followed and completed by us, you will accept that you are in possession of the delivered goods. Where the delivery instructions have been followed; we will not accept any liability for damage to, or theft of your goods, nor will we accept any liability for any incidents which may arise as a result of the theft or damage to such goods.