



Tel: 0151 343 1122

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## **Seasoned Pioneers Returns Policy**

### **Returns Statement**

We want you to be delighted with your Seasoned Pioneers' goods and offer a 100% Quality Guarantee on everything you buy from us. If you are not entirely satisfied with our products, simply contact us. We will arrange for a full replacement to be sent to you free of charge or credit you with a full refund of the purchase price.

### **Right To Cancel Statement**

You may cancel your order by returning the goods and notice to us up to 14 days after the day the goods are received. In the event of such valid cancellation no charge will be made. We shall refund the full cost of the goods together with the cost of postage within 30 days of such valid cancellation.

### **Complaints Handling Policy**

On receiving any complaint, Seasoned Pioneers Limited shall respond promptly and effectively and shall take action appropriate to the seriousness and frequency of the problem. We shall acknowledge any complaint within five working days and endeavour to resolve the matter with you within fifteen working days. If we are unable to resolve the matter within this time, we will notify you accordingly and keep you informed of further progress.

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

We will take all reasonable steps to deliver your order to your door within 4 working days of receipt of order for UK deliveries and within 9 working days of receipt for delivery to all other countries. However, we will not be under any liability to you in respect of any failure to deliver within this time-scale or on any particular day or dates. Should we not be able to deliver within the above delivery dates, we will inform you and offer you the option of a refund.