



Tel: 0191 377 9561

Email: beth@poeticlicensedistillery.co.uk

Poetic License Returns Policy

Returns Statement

Damages to be reported within 24hrs of goods being received, with photos.

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

Please contact us.

Additional Delivery Terms & Conditions

If delivery is unsuccessful due to a customer not being available at the stated delivery address, a redelivery fee will apply. Redelivery due to damages by a third-party courier can take up to 5 working days. Please allow 3-7 working days for your goods to arrive.

Alcohol Statement

If delivery is unsuccessful due to a customer not being available at the stated delivery address, a redelivery fee will apply. Redelivery due to damages by a third-party courier can take up to 5 working days. Please allow 3-7 working days for your goods to arrive.