Oslinc Returns Policy

Returns Statement

If an item is in unsatisfactory condition (i.e. faulty product and only if the parcel has been received in good condition, within 48 hrs of despatch and refrigerated on receipt), please contact us immediately and we will endeavour to replace the item. If this is not possible we will refund the value in vouchers.

Right To Cancel Statement

If you wish to cancel an order once it has been processed please contact us as soon as possible. We will endeavour to postpone an order for another delivery date. However, we are unable to cancel orders on the day of despatch.

Complaints Handling Policy

Please contact us.

Additional Delivery Terms & Conditions

We use a reputable National Courier Service for all our deliveries to ensure all parcels are delivered in good condition and in the time stated. However, problems may occasionally occur due to circumstances out of their control. In the event that your parcel has not arrived by 5 p.m. on your chosen delivery day, please contact us and we will try and contact the delivery driver for an update on the delivery progress. He maybe held up due to traffic, weather etc. Be assured that during any delay your order will be kept chilled in the insulation box for up to 48 hours. The courier driver will make every effort to get to you by 6 p.m. In the unlikely event he is unable to deliver to you that day the courier company will give the parcel priority to be deliver as early as possible the following day. If your parcel doesn't arrive within 48 hrs of being despatched we will arrange to send you a new delivery or refund the value of the goods. If your parcel has been damaged during delivery to the extent that the contents have been affected please do not take delivery and contact us immediately. Minor wear and tear to the parcel should not affect the contents of the parcel and it will be safe to take delivery. If the parcel is left as instructed we take no responsibility for loss or damage.