



Tel: 01434 322981

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Northumberland Honey Co Returns Policy

Returns Statement

You have a right of withdrawal from any purchases made online, once you have received the goods, should they not be satisfactory, you can return them if they are un-opened in the original packaging within 14 days, with a written request for refund. A full refund will be given less postage costs. If the goods arrive damaged, please email or call us within 24 hours, take photos and email the photos to us. We will usually be able to offer a refund including postage costs, or arrange to send replacement goods depending on the nature of the damage.

Right To Cancel Statement

You have a right to cancel any order placed with us before the order is processed and dispatched. If the order has already been processed and dispatch we will be unable to cancel the order.

Complaints Handling Policy

Please contact us.

Additional Delivery Terms & Conditions

Dispatch times may vary according to availability and subject to any delays resulting from postal delays or force majeure for which we will not be responsible.