



Tel: 01770 302788

Email: [info@arrancheese.com](mailto:info@arrancheese.com).

## **Isle of Arran Cheese Shop Returns Policy**

### **Returns Statement**

If your order is incorrect or damaged, or you are not completely satisfied with any products you receive, please call or email us and we'll do our best to rectify any problems as quickly as possible. If the products received are defective or damaged we will offer a replacement or a full refund (including postage costs). Please note that goods must be returned before the Use By date.

### **Right to Cancel Statement**

Orders can be cancelled up to day of despatch, when a full refund will be credited.

### **Complaints Handling Policy**

Please contact us. Tel: +44 (0)1770 302788 Email: [info@arrancheese.com](mailto:info@arrancheese.com).

### **Additional Delivery Statement**

All orders received are subject to acceptance by Island Cheese Company Ltd and we reserve the right to reject any order without giving reasons. No contract to supply goods or services to you will come into existence unless we dispatch goods or provide services to the purchaser or otherwise communicate to the purchaser our acceptance of an order. Whilst every effort will be made to meet customers' demands, cancellations or variations may be necessary as a result of an Act of God, War, Strike, Lockout, Labour Dispute, Fire, Flood, Drought or other causes beyond the control of Island Cheese Company Ltd. If attempted delivery is not made within an acceptable time, then the customer may cancel the order. We suggest that this is over seven days for UK mainland.