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Holme Farmed Venison Returns Policy

Returns Statement

Where a claim of defect or damage is made, the Goods may have to be returned by the Buyer to the Supplier within the best before date or use by date on the product. The Buyer shall be entitled to a replacement or a full refund (including delivery costs) plus any return postal charges if the Goods are in fact defective and/or need to be returned.

Right To Cancel Statement

The Buyer may cancel any order for Goods for any reason up to the point of one day before dispatch and any payments made by the Buyer shall be refunded in full within 28 days.

Complaints Handling Policy

Any complaints should be addressed to to Holme Farmed Venison (Produce) Ltd

Additional Delivery Terms & Conditions

1. Where a specific delivery date has been agreed, and where this delivery date cannot be met, the Buyer will be notified and given the opportunity to agree a new delivery date or receive a full refund. 2 The Supplier shall use its reasonable endeavours to meet any date agreed for delivery. In any event time of delivery shall not be of the essence and the Supplier shall not be liable for any losses, costs, damages or expenses incurred by the Buyer or any third party arising directly or indirectly out of any failure to meet any estimated delivery date. 3 Delivery of the Goods shall be made to the Buyer's address specified in the order and the Buyer shall make all arrangements necessary to take delivery of the Goods whenever they are tendered for delivery. 4 Risk in the Goods shall pass to the Buyer upon delivery of the Goods, or where the Buyer fails to take delivery at the agreed time, at the time delivery was attempted. 5 Title in the Goods shall not pass to the Buyer until payment of the price has been made in full. 6 If the customer refuses a delivery for whatever reason, the parcel is automatically returned to the Supplier and a return delivery charge is applied to the Buyer. 7 Our couriers have permission to leave a package in a place they deem safe if the package cannot be signed for and if no other delivery instructions have been given by the Buyer. This however is down to individual driver discretion and cannot be guaranteed.