



Tel: 01200 445519

Email:  
[orders@gazegillorganics.co.uk](mailto:orders@gazegillorganics.co.uk)

## **Gazegill Organics Returns Policy**

### **Returns Statement**

For non-perishable items there is a 7 working-day cancellation period from the day following receipt of produce. Should you change your mind regarding these items, goods must be returned to Lower Gazegill Farm, Cross Hill Lane, Rimington, Clitheroe, Lancashire. BB7 4EE, unopened and undamaged. The cost of return can be arranged through Ian O'Reilly, and would be charged at cost. A refund would be made within 30 days. This cancellation period does not apply to our perishable goods.

### **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**

We trust you never need to complain about our service or produce, and indeed levels of complaints are low. However, if you have a problem, please contact us Telephone: 01200 445519 E-mail: [complaints@gazegillorganics.co.uk](mailto:complaints@gazegillorganics.co.uk). Our complaints procedure is designed to be fair, confidential, effective, easy to use & available on-line via the e-mail address above. You will be contacted within 5 working days if you have a complaint. We are a relatively small company, and can therefore offer a personal service. Mail order complaints are the normal responsibility of Ian, but others may deal with individual cases. Our system enables us to speedily remedy a problem once it is brought to our attention. All complaints are recorded and the system checked.