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## **Galloway Chillies Returns Policy**

### **Returns Statement & Right to Cancel Statement**

Cancellation and Returns: This does not apply to any food based items [As per section 6.1(f) of The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013] You can cancel your contract at any time up to 14 days after the day of delivery. To do this, please e-mail or write to us. We are unable to accept cancellations by phone. You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future. If you cancel, you must return the goods within 14 days of cancellation, complete with the original packaging to us at your own expense. You must ensure that the goods are packaged adequately to protect against damage. We will refund all monies paid to us by you including any postage / carriage within 30 days, less any costs due under this contract. Business customers, or customers exempt from the distance selling regulations may not cancel an order without our mutual agreement.

### **Complaints Handling Policy**

If you are in any way unhappy with your products, including food items, please contact us by email to discuss your issues.

### **Additional Delivery Terms & Conditions**

Goods will normally be dispatched within 1-2 working days and any estimated dispatch date is an estimate, which can change without notice. We will normally deliver goods within 2-3 working days of dispatch. Your order may arrive in more than one delivery. We can deliver anywhere in mainland UK. If you are outwith the UK you may pay for the goods and we will contact you to arrange a suitable delivery method and additional payment. Any import duties/taxes to your country are your liability. We will deliver the goods to the address you specify on your order. We will not accept responsibility for loss or damage if you instruct the delivery company to leave the goods unattended. Disposal of packing materials is your responsibility. If you change the delivery address once the goods have been dispatched to you, we reserve the right to pass on any extra charges made by our carriers for redirecting your delivery. Please check the goods on delivery - any goods found to be missing or damaged should be notified to the delivery driver at the time of delivery or ourselves within a reasonable time. If the goods are lost or damaged in transit, please let us know promptly. Sometimes, for reasons beyond our control we may be prevented from delivering your goods as planned. These might include things such as accidents, breakdowns, fire, flood, storm, severe weather, acts of god, war, riot, civil commotion, malicious damage or the default of our suppliers. We will try to put things right as soon as possible however we can't be responsible where this causes a delay or failure in delivering your goods.