



Tel: 01887830756

Email:  
henry@taymouthcourtyard.com

## **Food of Scotland Returns Policy**

### **Returns Statement**

All orders received are subject to acceptance by The Courtyard Shop 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.

Claims for loss or damage: Delivery services have significantly improved in recent years, so in the unlikely event of damage or loss in transit, we will replace the damaged contents or gift immediately free of charge providing the following: The goods are signed for upon receipt as damaged or have been refused because of obvious damage.

The courier and ourselves are informed at once and it is confirmed by the recipient to us in writing within a reasonable time of delivery quoting reference number on the parcel. Our couriers recommend that any damage which cannot be seen from the outside must be notified to Parcelforce & Taymouth Courtyard in writing within 7 days.

Damaged goods must be retained for inspection and it may be required that they be returned to us at our expense before replacement or refund. All claims must be submitted within a reasonable time. Our couriers recommend a maximum of fourteen days. Returned goods must clearly show the full name, address and telephone number of the sender.

We cannot accept responsibility for the wrong order or non-delivery, resulting from incorrect information or addresses being provided.

### **Right To Cancel Statement**

Orders can be cancelled up to day of despatch, when a full refund will be credited. For on line purchases the customer has the right to cancel an order up to seven days after receipt of goods.

Where this right is exercised you will be refunded the full amount minus any perishable goods which cannot be resold and any items which have been consumed or damaged as well as carriage charges incurred.

All goods must be returned in good condition. We aim to provide the refund within seven days on receipt of returned goods, less any charges as stated above, once the hamper has been returned. Notification of cancellation must be in writing - letter, fax or email.

Please see details below. Cost of return to be paid by the customer.

### **Complaints Handling Policy**

Please contact us.

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

Please ensure all addresses are accurate to include postal town and postcode, together with recipient's telephone number. Inaccurate addresses will inevitably cause delay and incur an additional delivery charge. We are unable to deliver to BFPO and PO Box numbers.

Our liability is limited to delivery to the building, not individual recipients. Recipient not in and no-one to sign for gift: The driver will leave a card at the address with contact information for redelivery or collection.

Any parcel which has been carded and not delivered or collected within five working days from date of dispatch is automatically returned to Taymouth Courtyard.

We cannot be held responsible for any perishable foods if the recipient does not contact the courier immediately on receipt of the calling card. Freezing is easy - just put the packs you do not want to use within the next few days in the freezer. Once defrosted, the meat is of the same exceptionally high quality as the day it left us.