



Tel: 01428 687768

Email: [customer-response-centre@thefishsociety.co.uk](mailto:customer-response-centre@thefishsociety.co.uk)

## **The Fish Society Returns Policy**

### **Returns Statement**

We aim to supply fish of the highest standard. If you are not happy with the quality of our fish, we will refund your money. If you wish to return a non-food item for any reason other than it not being of satisfactory quality (faulty etc), you may do so at your own expense. We will refund the cost as long as the it is returned to us within 10 days in the same condition as we sent it to you..

### **Right To Cancel Statement**

You may cancel your order at any time up to 12 noon the day before delivery. We will refund any payment you have made, but reserve the right to make a charge of up to £10 to cover the costs incurred by us in handling your payment/credit.

### **Complaints Handling Policy**

We sincerely hope that you never have cause to complain about our service or products. However, if you do, please call or email us. We will try to acknowledge your complaint within 1 working day, and say how we propose to resolve it within 5 working days.

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

If you do not answer your door when the delivery driver arrives, your parcel will be left "at your risk". If you are not contactable on the telephone by the driver when he is trying to deliver and your order is consequently returned to the depot, you will have to collect it at your own expense or wait an extra day for delivery.