



Tel: 07721 926706

Email: chocolates@duffyschocolate.co.uk

Duffy's Chocolate Returns Policy

Returns Statement

If your order is incorrect or damaged please call or email us and we'll do our best to rectify any problems as quickly as possible. If the products received are defective or damaged we will offer a replacement or a full refund (including postage costs). Please note that goods must be returned before the Use By date.

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 are a tiny company and we make mistakes. If you ever have a reason to complain about our service or products please email us, We will try to reply within one working day with a proposed solution.