

Dorset Blue Vinny Returns Policy

Returns Statement

Claims for damaged, poor quality or wrongly delivered goods must be notified to us within 24 hours of delivery, otherwise they may not be considered. It may be necessary for us to inspect defective goods and you will be notified if this is the case when a claim is made. We will refund or replace defective goods notified to us within this timescale, provided that the defect(s) have not been caused by mistreatment, neglect or accidents caused while the goods are in your possession. We will request photographic evidence of the damaged goods, or a return of the goods, the cost of which will be incurred by you, which may be reimbursed by us. Please ensure that all produce is stored correctly after delivery. Our sole liability for defective products will be to replace those products or to refund the price of those products. This liability does not apply to defects which have been caused by mistreatment, neglect or accidents caused while the products are in your possession. If you are a consumer, please note that this does not affect your statutory rights. We shall not be liable for any delay or failure in the performance of our obligations due to events beyond our reasonable control, such as, but not limited to, fire, flood, adverse weather, acts of God, strikes, labour disputes, riots, civil unrest, accident, disruption to energy supplies, equipment or supplier failure, road traffic problems, terrorism or war.

Right To Cancel Statement

We must receive a cancellation or amendment from you via phone or e-mail on the day of ordering. You remain responsible for ensuring that any such cancellation or amendment is issued to us. Any orders cancelled will give rise to a credit which may be offset against further orders. Credit may be refunded to your account upon request, subject to a reasonable admin fee.

Complaints Handling Policy

Please contact us.

Additional Delivery Terms & Conditions

We will make delivery to your delivery address as stated when you order. We reserve the right not to deliver to all locations. You are responsible for making suitable arrangements to receive your delivery and for giving us appropriate instructions. We recommend that you specify a 'box leaving place' to instruct us where you would like your box to be left if it is delivered when you are not at home. In the event that your delivery is stolen from the agreed delivery location or damaged there, we do not accept liability, but may consider compensation at our discretion. If we are unable to deliver your order, or have to deliver late or on a different day, for reasons beyond our control, we cannot accept liability for any inconvenience or loss that this may cause.