



Tel: 01840 214106

Email:  
orders@delifarmcharcuterie.co.uk

## **Deli Farm Charcuterie Returns Policy**

### **Returns Statement**

Each of our products is individual! Therefore, if you have a problem we would like to treat you and your problem in the same way. Any problem/discrepancies you have with your order; please notify us within 4 days of receipt of goods for example if the items are faulty or misdescribed.

You must return the goods to us at your expense, where you will also be responsible for the risk of loss or damage in transit. The products will be inspected on return, if on return the goods are deemed faulty or misdescribed by our quality control team we will either send out replacement goods or a full refund including your postal costs, the choice is yours.

If reasonable care hasn't been taken of the goods before we receive them back here which results in damage or deterioration then no refund can be made.

### **Right To Cancel Statement**

You can cancel your order any time before dispatch.

### **Complaints Handling Policy**

If you're not happy with us or any of our products, for any reason, then please contact us, call direct on 01840 214106 or email orders@delifarmcharcuterie.co.uk. If you have any problems, no matter how trivial, we will do our best to sort things out so you're completely happy. Our customers matter to us as without you we would not be here!