



Tel: 017684 80069

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Deer & Dexter Returns Policy

Returns Statement

If you are not satisfied please contact Deer & Dexter within 24 hours of receipt. Refunds will only be given if we are notified immediately. A refund will not be offered if the courier attempted to deliver on the agreed date to the address provided and delivery was not possible.

Right to Cancel Statement

You have a right to cancel any order placed with us before the order is processed and dispatched. If the order has already been processed and dispatch we will be unable to cancel the order.

Complaints Handling Policy

If you have any questions or complaints about the goods, please contact us.

Additional Delivery Terms & Conditions

If there is no one home the courier service we use, APC - a national network of small local courier firms, will leave the parcel in a safe place. It is therefore essential that you provide details of where the box can be left if you are not home, this may be with a neighbour, but could also be in the garage, a shed in the garden, the recycling bin under the hedge, anywhere provided its practical for the courier and you are confident it is secure and sheltered from the weather, particularly the sun. You must also provide a telephone number the courier can use. Please, if your delivery has not arrived by 4pm, call us.