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## **The Courtyard Dairy Returns Policy**

### **Returns Statement**

You must inform The Courtyard Dairy within 24 hours of any problem with your delivered order. Do not return the goods - The Courtyard Dairy will organise a courier to collect them so they can be inspected and will endeavour to resolve your concerns without delay. Returns of perishable items (such as cheese and meat) are normally only accepted if the goods are found to be damaged before delivery to you. If The Courtyard Dairy accepts the return, and you have already paid for the goods, you will receive a full refund.

### **Right To Cancel Statement**

If you wish to cancel an order you have made, please contact The Courtyard Dairy immediately. The Courtyard Dairy may not accept cancellation of orders for perishable items (such as cheese and meat), because cutting, packing and dispatch often happens very shortly after receiving the order. If The Courtyard Dairy accepts the cancellation of your order, and you have already paid for the goods, you will receive a full refund.

### **Complaints Handling Policy**

Please contact us.