



Tel: 01608 238533

Email: [tours@cotswoldsdistillery.com](mailto:tours@cotswoldsdistillery.com)

## **Cotswold Distillery Returns Policy**

### **Returns Statement**

If possible, please check the condition of your delivery before you sign for it. If it is damaged, do not sign for it but hand it back to the courier to return to us. If you discover your order is damaged after you have signed, please call 01608 610407 or email [sales@cotswoldsdistillery.com](mailto:sales@cotswoldsdistillery.com). The buyer shall be deemed to have accepted the goods if they have not been rejected on or before the second day after delivery. The buyer shall not be entitled to reject in whole or in part thereafter.

### **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**

Please contact us.

### **Additional Delivery Terms & Conditions**

A signature is required for the goods delivered, at which point responsibility for the purchased goods passes to the buyer. If delivery is unsuccessful due to a customer not being available at the stated delivery address, a redelivery fee will apply. Redelivery due to damages by a third-party courier can take up to 5 working days. Please allow 3-7 working days for your goods to arrive.

### **Alcohol Statement**

When ordering and making a payment you have confirmed that you are aged 18 or over.