



Tel: 01726 862489

Email:
sales@thecornishfishmonger.co.uk

The Cornish Fishmonger Returns Policy

Returns Statement

We aim to supply fish and products of the highest standard; if you are not happy with the quality of our fish and products, we will refund your money. We reserve the right to collect any product that is deemed unsatisfactory prior to issuing a refund. Whilst we make every effort to remove all bones from filleted fish, please check thoroughly that there are no bones or foreign bodies left within any fillets as no liability will be accepted by the company for any injury or loss as a result of these items. Not all fish that are filleted will be pin boned as this can be detrimental to the look of the product and will mean a greater loss of edible meat, please contact us if you have any questions about what species this will affect. If you wish to return a non-perishable item for any reason other than it not being of merchantable quality, you may do so at your own expense. We will refund the cost of the item less a handling charge of 10 per cent, as long as the item is returned to us in the same condition as when we sent it to you.

Right To Cancel Statement

You may cancel your order at any time up to the 9am on the day of dispatch. Any fish that has been sourced specially for you (by prior agreement) will be charged for in full. If we are subsequently able to sell all or part of those items sourced specially we undertake to credit you in full for the value of those items. The right to return goods will not apply in respect of: Personalised Goods or Goods made to your specification.

Complaints Handling Policy

We sincerely hope that you never have cause to complain about our service or products. If you are not entirely satisfied with our products, please telephone us on 01726 862489 as soon as possible and we will do our best to resolve any issues that you may have. We operate a "no quibble" refund policy where our goods or services are found to be at fault. All effort is made to ensure there is no shell or cartilage in the crab meat but we do advise to check before use as well.

Additional Delivery Terms & Conditions

Delivery of your order shall be made to the delivery address provided. You are responsible for giving us the full name of the recipient and correct address for all deliveries, including but not limited to the postcode. These details are passed directly to the courier service once the order is placed, and if our carriers are unable to deliver any order due to any error in the address, you will be charged for the order in full. If there is no answer at the specified delivery address and no alternative delivery instructions, the courier will attempt to leave

the delivery at a neighbouring address unless stated not to do so in the delivery instructions on your order, if the delivery company is unable to leave the delivery with a neighbouring address and there are no delivery instructions and no safe place to leave the order the delivery will be returned to the depot and it will become your responsibility to collect it. Should you ask for your order to be left in a specific place and the carrier cannot obtain a signature to confirm the delivery of your order, it will be left at your own risk; we accept no liability for its loss or damage. Orders are packed in a polystyrene box, chilled and iced before being dispatched for "next day AM delivery". Normally your order will reach you before midday on the day following dispatch, sometimes however it may be delayed until the afternoon. If, for reasons within our control, we fail to deliver part or whole of your order, we will reimburse no more than the price of the goods, as well as any delivery charges if orders are under £100. After 10am on the day of dispatch we are unable to change any details for the delivery as they are passed to the courier company at this time and will be logged into their national system. We ask for any issues with delivery be reported within 24 hours of expected delivery time.

Claims: Except in respect of death or personal injury caused by our negligence, we are not liable for any loss or damage caused by us in circumstances where: we have not breached our legal duty of care owed to you, it is not reasonably foreseeable that any loss or damage incurred is a result of this breach, or you have breached any part of your contract that has increased loss or damage.