



Tel: 01522 511003

Email: info@thecheesesociety.co.uk

The Cheese Society Returns Policy

Returns Statement

Please notify us within two days of receipt of your goods if you have a problem. We can only accept returns for faulty goods, in accordance with customer's statutory rights but unfortunately not for unwanted items. Where possible we will endeavour to offer an exchange on hardware items only but the cost of postage and the safe return of said item must be the responsibility of the purchaser. This can be done by calling the shop on 01522 511003.

Right to Cancel Statement

You have the right to cancel any order made, unless the order has already been processed and dispatched. If the order has been processed/dispatched you will be unable to cancel the order.

Complaints Handling Policy

Please contact us.

Additional Delivery Terms & Conditions

We reserve the right to re-charge for delivery should the wrong delivery details be given which could cause delay in the courier delivery service. Whilst we endeavour to deliver your order on the date requested, please allow up to 7 working days for delivery of your order. We cannot be held responsible for non-delivery due to adverse weather conditions or situations beyond our control. Any delay in dispatch and/or delivery for whatsoever reason shall not be grounds for a claim for consequential loss.