



Tel: 01423 527823

Email:  
[info@thechampagneconcept.co.uk](mailto:info@thechampagneconcept.co.uk)

## **The Champagne Concept Returns Policy**

### **Returns Statement**

You may cancel your order for any reason up to and including 21 calendar days from the date of delivery of your order, provided all the bottles are unopened and intact. The postage and safe return of the goods in this case is the customer's responsibility.

We will refund the full price of the products ordered minus any discounts and delivery charges within 14 days from the date of cancellation or receipt of returned goods, whichever is the later.

We must be made aware of any claims for non-delivery within 7 working days of your delivery date. Title is retained with The Champagne Concept Limited until payment in full is received, and until the customer takes final delivery of the goods.

### **Right To Cancel Statement**

You may cancel your order for any reason up to and including 21 calendar days from the date of delivery of your order, provided all the bottles are unopened and intact. The postage and safe return of the goods in this case is the customer's responsibility

### **Complaints Handling Policy**

Any complaint is taken very seriously and we endeavor to respond to complaints as soon as possible. If you have any questions regarding orders and general inquiries please do let us know by:

Entering the details on the Contact Us page

Emailing [info@thechampagneconcept.co.uk](mailto:info@thechampagneconcept.co.uk)

Calling our Customer Support Line on 01423 527823

### **Alcohol Statement**

It is against the law to sell or indeed supply intoxicating substances to persons under 18 years of age in the UK. By placing an order you confirm that you are at least 18 years old.