



Tel: 01239 851528

Email: j-lo@damhile.co.uk

Caws Teifi Returns Policy

Returns Statement

Receipt of goods: Delivery notes should be signed "unexamined". In the event of breakage or short delivery, we can only accept claims if we are notified in writing within three days of delivery. Please accept the delivery - DO NOT refuse it - sign the delivery note "Breakage" and contact us immediately. Returns: Upon receipt of the goods, if you believe that the items do not conform substantially to their corresponding description you must inform us within seven days of receipt of the goods after this period you will have accepted the items. We will refund your money within 48 hours of receiving the returned products, which must be returned to us in good condition.

Right To Cancel Statement

You can cancel an order prior to dispatch and if you have already paid for the goods, you will receive a full refund.

Complaints Handling Policy

Please contact us.

Additional Delivery Terms & Conditions

We expect to deliver within the week We will endeavour to ensure delivery within the specified period, however we will not be held liable for any delay in you receiving the items for whatever reason. Orders are processed with all possible speed; if you have not received your goods within 14 days, please contact us. Deliveries are not made on weekends or UK National holidays. Delivery will be made to the address specified by you on your completed order and will require a signature of a person over the age of 18 years.