



Tel: 01592 646 252

Email: orders@thebuffalofarm.co.uk

Open: 8am to 5pm Mon-Fri

8am to 12pm Sat

The Buffalo Farm Returns Policy

Returns Statement

If you are not completely satisfied with any products you receive from the Buffalo Farm please tell us and we will either replace the product or refund you the purchase price.

RETURNS: If your order is incorrect or damaged, please call or email us and we'll do our best to rectify any problems as quickly as possible. **Incorrect Products:** Please inform us as soon as possible of any items incorrectly supplied. We will arrange collection and either provide a refund to the same payment card as used to place the order or supply the correct item by return. **Defective or Damaged Products:** If the products received are defective or damaged we will offer a replacement or a full refund (including postage costs). Please note that goods must be returned before the Use By date.

Right To Cancel Statement

You can cancel your order up to the point of despatch.

Complaints Handling Policy

Please contact us.

Additional Delivery Terms & Conditions

All our meat is clearly labelled and vacuum packed to ensure its superb quality is not lost. The beauty of vacuum packing is that the meat can be kept fresh if refrigerated for up to two weeks. The vacuum packed cuts are packed into chilled polystyrene boxes before being sent to our customers by courier on a next day delivery. This also means that home freezing is easy - just put the packs you do not want to use within the next few days in the freezer. Once defrosted, the meat is of the same exceptionally high quality as the day it left us.