

Tel: 01524 805035

info@masterchefgiftcard.co.uk

## **MasterChef Books Returns Policy**

### **Returns Statement**

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. We aim to supply our products at the highest standard; if you are not happy with the quality of our products, we will refund your money within the 14 day period. We reserve the right to collect any product that is deemed unsatisfactory prior to issuing a refund. If you wish to return a MasterChef book 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, as long as the item is returned to us in the same condition as when we sent it to you, and it is within the 14 day period.

### **Right To Cancel Statement**

You may cancel your order at any time up to the 9am on the day of dispatch.

### **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 01524 805035 as soon as possible and we will do our best to resolve any issues that you may have.

### **Additional Delivery Terms & Conditions**

We can dispatch to the whole of the UK via Royal Mail 48 hour tracked service. You will receive an email with your tracking number.