



Tel: 07703 976423

Email:
louise@blackandgoldoil.co.uk

Black & Gold Returns Policy

Returns Statement

You may also return any un-opened items within 30 days of placing your order for a full refund. You must contact us before returning the items so we can provide a returns number for your return. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item for example). All goods must be returned in original packaging. We recommend you send back goods tracked or signed for to ensure we receive, we cannot issue a refund unless the goods are returned to us. Once returned the goods will be inspected, if a refund is approved you should expect to receive your refund within 7 working days of us receiving the goods back.

Right To Cancel Statement

You can cancel your order at any time within 30 days of placing your order by emailing us and including your order number. If your order has not been dispatched we will cancel and refund you straight away. If you cancel your order after the goods have been shipped you must accept them and return them to us unopened and in good condition at your own cost so we can process your cancellation. If you refuse delivery we incur return costs and we must deduct this from any future cancellation refund.

Complaints Handling Policy

We want to make your shopping experience to be as good as it can be. Should you be unsatisfied with your products, or experience with Black & Gold please contact us by email at louise@blackandgoldoil.co.uk

Additional Delivery Terms & Conditions

DELIVERY We ship to the entire UK. We offer a 1-2 day expedited courier between £3.50 and £5.00 (next day courier but we don't guarantee it as we know couriers can always have delays). We currently use UK Mail. You should receive a confirmation of dispatch by email with tracking number if a valid email address is provided when you order. Note that we will use the most cost efficient shipping service to UK addresses considered either offshore (including Northern Ireland, Jersey, Isle of Man or any other island), highlands & islands, and some other UK areas. This may be Courier, Royal Mail or Parcelforce. If in the rare event you have not received your order within 5 working days please contact us - louise@blackandgoldoil.co.uk Black & Gold is not liable for any delay in the delivering of purchases, or the performance of the delivery service, however caused. We shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond our control including, without limitation, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

INSPECTION OF GOODS & DAMAGED ORDERS If your order is damaged in any way in transit,

if signing for the order you must note that the order is received damaged on signing. If all the order or any item in your order is damaged you must contact us within 48 hours of delivery so we can raise a claim with our delivery service and resolve for you as soon as possible. You must also inspect all the goods received on delivery to make sure you are happy with them, we can only refund food products within 30 days if you find a problem with them. We do not take responsibility for how you may store and use them.

We aim to provide the best possible service, but on occasions errors may occur. Any proposed delivery dates are estimates and are based on product availability and processing time. Once your order has been dispatched, the goods are now in your ownership and are therefore your responsibility. Once payment has been taken and goods are in your ownership, it is your responsibility to inspect goods received.