



Tel: 0131 443 3772

Email: sales@flavourmagic.com

Flavourmagic Returns Policy

Returns Statement

If your order is incorrect or damaged, or you are not completely satisfied with any products you receive, please call or email us attaching a photo of the damaged goods and we'll do our best to rectify any problems as quickly as possible. 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

If you change your mind for any reason, simply email sales@letterboxhamper.com and if your order has not been dispatched we will cancel the order and issue a full refund.

Complaints Handling Policy

We sincerely hope that you never have cause to complain about our service or products. However, if you do, please call or email us. We will try to acknowledge your complaint within 1 working day, and say how we propose to resolve it within 5 working days. We aim to solve any issues within 2 working days.