



Tel: 01545 561492

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Penlon Brewery Returns Policy

Returns Statement

If you are not completely satisfied with any products you receive from us, please call or email 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 we must be informed within 30 days of receipt of the product.

Right To Cancel Statement

You have the right to cancel any order made and receive a full refund, unless the order has already been despatched in which case we will be unable to cancel the order.

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.