



Tel: 07854 892065

Email: info@vinegarshed.com

Returns Policy

Returns Statement

We will happily, with proof of purchase, offer a full refund, exchange or credit note for all non-sale items (not including shipping) received back within 14 days of purchase if the goods are in perfect, saleable condition. Please notify us via email (info@vinegarshed.com) before sending us your return - If we are not notified we will not know that we are expecting your order. When you return an item, please include the order number to which it relates, all your details and whether you want an exchange or refund; without these details we are unable to action your request.

No refund can be given if goods are returned more than 14 days after invoice date. We regret we are unable to give refunds for postage on incorrect purchases. If the return is delivered after 14 working days we will issue a credit amount at our discretion. This does not affect your statutory rights.

Goods must be returned in perfect, saleable condition, including any outer packaging of the product (e.g. the original box for relevant item). Please also include a copy of the returns form as received. To complete your return, we also require a copy of your receipt or proof of purchase.

Returns shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. Please note that you are responsible for the safe return of items as we cannot be held liable for any items lost in transit. We therefore recommend that you return items using an insured, trackable method such as recorded delivery that will need to be signed for by us on arrival. On lesser value items you should obtain a certificate of posting from your post office when you send the items back to us. No charge is made by the post office for this service. If the returned item appears to be damaged we will get in touch with photo of the damage so that you can contact your shipping / courier provided. We cannot accept responsibility for returns parcels lost in transit. Please return item/s including your relevant order information and returns form to:

Returns address:
Vinegar Shed Ltd
22 Lindfield Road
London
W51QR
United Kingdom

Refunds

Once your return has been received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your debit/credit card or original method of payment, within 7 days.

Right To Cancel Statement

You have the right to cancel any order made, unless the order has already been processed and dispatched 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.