



Tel: 01608 645503

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## **Ross & Ross Food Returns Policy**

### **Returns Statement**

If for any reason you are not happy with the goods you have received, please contact us within 24 hours on [weborders@rossandrossfood.co.uk](mailto:weborders@rossandrossfood.co.uk). If you are returning goods, then please go to your local post office and return to the address on the invoice. Once we receive the item we will refund you for the price of the item and the cost of returning to us. Please return any goods in unused and undamaged condition within 7 days of purchase, for an exchange or full refund. It is your responsibility to make sure the goods are returned to us safely and at your expense.

### **Right To Cancel Statement**

If you have purchased something and then changed your mind, please contact us ASAP to cancel and refund your order. We will be unable to accept cancellations if the order has been processed and dispatched.

### **Complaints Handling Policy**

We hope you never have any problems or complaints to make, but if you do then please contact us via phone or email and we will try and respond as soon as possible. We will aim to resolve your problem/complaint within 1 working day. We make a huge effort to ensure our customers are happy and receive their order on time and in excellent quality.