



Tel: 01799 615069

Email: info@vorrei.co.uk

## **Vorrei Returns Policy**

### **Returns Statement**

If you have received the goods before you cancel your contract then you must send the goods back to our address at your own cost and risk. If you cancel your contract but we have already dispatched the goods for delivery you must not open the goods when they are received by you and you must send them back to us at your own cost and risk as soon as possible.

### **Right To Cancel Statement**

You may cancel your contract with us for non-perishable goods you order at any time up to the end of the seventh working day from the day after we deliver the ordered goods. You do not need to give us any reason for cancelling your contract in this way nor will you have to pay any penalty. To cancel your contract you must notify us in writing at our address Chroma House, Shire Hill, Saffron Walden, CB11 3AQ.

### **Complaints Handling Policy**

If the goods we deliver are not what you ordered or are damaged or defective, please notify us in writing at our address: Chroma House, Shire Hill, Saffron Walden, CB11 3AQ, within 30 working days of the delivery of the goods and we will arrange with you for the goods to be returned to us. We will then arrange a full refund of the cost of any of the goods that do not meet with your reasonable satisfaction.