



Tel: 01568 615512

Email: orders@mousetrap.co.uk

The Mousetrap Cheese Shop Returns Policy

Returns Statement

If your order is incorrect or damaged, or you are not completely satisfied with any products you receive, please call the Hereford shop on 01432 353423, or email us (orders@mousetrapcheese.co.uk) 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). We may need photographic evidence or the goods to be returned

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. For cancellations please email us (orders@mousetrapcheese.co.uk) or call the Hereford shop on 01432 353423, if urgent.

Complaints Handling Policy

We sincerely hope that you never have cause to complain about our service or products. However, if you do, please email us to orders@mousetrapcheese.co.uk. We will try to acknowledge your complaint within 1 working day, and say how we propose to resolve it within 5 working days.