



hello@primalcut.co.uk

01943 511564

Returns Statement:

If your order is incorrect or damaged, or you are not completely satisfied with any products you receive, please call or email us 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 refund. Please note that goods must be returned before the Use by date.

Right To Cancel Statement:

Sourcing high provenance meat isn't easy, particularly as everything is made fresh to order and nothing is frozen. For this reason, **we can only accept cancellations up and until 12 noon on Mondays.**

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.