



## **The Ilkley Brewery Co. Returns Policy**

**Telephone: 01943 604 604**

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### **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.

### **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.