



Email: enquiries@marshpig.co.uk

Tel: (01508) 480560

Marsh Pig Returns Policy

If you are unhappy with products purchased which are not faulty, we will happily refund your money, or exchange the products if you inform us within 14 days after the day following the delivery of the goods. In this event, the products must be returned to us in good condition. The cost of returning these goods is your responsibility.

We will make reimbursements within 30 days of cancellation. Any product returned must be within its original packaging. (Unfortunately, we cannot pay for the delivery charge of unwanted products.)

However, if any products that we send to you are faulty or damaged we will replace them or reimburse you for the expense, including the cost of delivery, if you prefer. If products are faulty or damaged, we require that you tell us within a reasonable time of receipt of the products.

All refunds and reimbursements will be paid within 30 days of your notifying us of your wish to return the products. Any product returned must be adequately packed to avoid any possible damage.

Right To Cancel Statement:

You have the right to cancel the order made, unless the order has already been processed and dispatched in which 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.