



Email: info@gbcharcuterie.co.uk

Tel: (01273) 695278

The Great British Charcuterie Co Returns Policy

We do hope that all of our products reach you in prime condition but if you are unhappy with any items in your delivery, please contact us within 3 working days of receipt of delivery.

We will arrange redelivery as soon as possible and will arrange for collection of the original order free of charge, we may ask for photographic evidence or in some instances we will collect the original delivery at our own expense.

You can contact us by phone on 01273 695278 or email info@gbcharcuterie.co.uk, we will always respond promptly

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.