



Tel: 0116 340 6599

Email: customerservice@spicersofhythe.com

Spicers of Hythe's Refund & Return's Policy

Damaged or Lost Items:

If your order is damaged or lost during the courier system, we will take responsibility for resolving the issue. You have two options:

- a. Resending: We can resend the damaged or lost item to you at no additional cost.
- b. Refunding: If you prefer not to receive a replacement, we will issue a refund to your original payment method within 28 working days.

Incorrect Delivery Details:

In the event of delivery failure due to incorrect information provided by the customer, the responsibility falls upon the customer. If the parcel is returned to us, we can resend it, but you will be required to pay the additional carriage charges. Please ensure that you provide accurate and complete delivery information during the ordering process.

Refused Parcels:

If we receive evidence from the courier that the delivery was attempted and the Recipient refused to accept the parcel, we cannot be held responsible for the Recipient's decision. In such cases, we will not provide a refund or replacement.

Failed Delivery Attempts (No One Home):

Our courier will make two delivery attempts to the provided address. If no one is available to receive the parcel, the courier (with support from us) will provide you with a 24-hour window to resolve the issue. This includes providing an alternative address or selecting a new delivery date. If no action is taken within the given timeframe, the parcel will be returned to us. We can resend it for you, however, please note that there will be a re-delivery charge due.

Refunds Process: Refunds for eligible scenarios will be issued within 28 working days from the date of resolution. The refund amount will be credited back to the original payment method used during the purchase.

Please note that this refunds policy applies only to issues arising during the delivery process. For other concerns, such as product defects or dissatisfaction and will be dealt with on a case-by-case basis at the discretion of the Customer Service team.

If you have any questions or require further clarification, please reach out to our customer support team. We are here to assist you and ensure your satisfaction with our services.