



Tel: 01285 862498

Email: info@springfieldorganics.co.uk

Springfield Organic's Refund policy

Cancellation Policy

After the dispatch period, the customer cancellation period does not apply to the perishable goods. Your right to cancel orders applies up until dispatch. If you should attempt cancellation after the products have been dispatched you will still be charged for the product.

Complaints Procedure

To continually improve our product and service processes we welcome all feedback. Springfield Organic's complaints procedure is fair, confidential and easy to use. If you wish to complain about any aspect of your dealings with them, please contact them using the details above.

Please include the order number, photos if necessary and relative reasoning. You will be contacted within 5 working days if you have a complaint. Springfield Organics will consider issuing a voucher, discount or will find an alternative solution.

Delivery of Goods

All goods dispatched by Springfield Organics are perishable therefore unavailability to accept goods will result in the courier leaving goods at the specified address. Perishable goods cannot be returned to the depot and therefore the courier cannot re-attempt delivery. If you do not leave instructions for the courier driver the goods shall be left wherever the driver deems safest. Springfield Organics will not be held liable for the damage of goods left out and is left at the customer's responsibility. You are responsible for organising suitable arrangements to receive your delivery and giving us the appropriate instructions. We will not accept any liability for damage to, or theft of your goods nor for any incidents which arise as a result of theft and damage to the goods left. You must inspect the goods on arrival and notify us promptly of any errors. Delivery will be deemed complete once we have delivered the goods to your specified address. See delivery page for any additional information.