



Tel: 01524 805035

Email: [shop@realfoodhub.co.uk](mailto:shop@realfoodhub.co.uk)

## **Real Food Hub Returns Policy**

### **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 please take images of this and send them to us at [shop@realfoodhub.co.uk](mailto:shop@realfoodhub.co.uk)

### **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.

### **Delivery of Goods**

All goods dispatched by Real Food Hub are perishable therefore unavailability to accept goods will result in the courier leaving goods at the specified address. Perishable goods are given priority by the courier but if the courier has to attempt re-delivery the next day, the ice packs will keep the package useable for 48 hours. If you do not leave instructions for the courier driver the goods shall be left wherever the driver deems safest. Real Food Hub 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.