



Email: info@cocoapod.co.uk

Cocoapod Returns Policy

Refunds

Due to the nature of our products, we do not offer returns. This is owing to two factors set out below:

1. the perishable nature of our products
2. in the interest of hygiene and food safety

If for any reason your item/s arrive faulty or damaged, please get in touch with us by emailing info@cocoapod.co.uk so that we can assist you and remedy the situation quickly.

Cancellations

If you change your mind about an order, please let us know as soon as possible as it might be possible for us to cancel your order and refund you in full if we have not already made the order. Please note that once you have received a dispatch email, we will not be able to cancel or refund your order and the goods will be non-returnable.

Substitutions

Every effort shall be made by Cocoapod (Oxford) Ltd to send all orders as described on the website, however, occasionally product styles, patterns, flavours and sizes may vary – this includes both the product and associated packaging. In such cases, we reserve the right to substitute items of the same or higher value or quality with prior notice. By placing an order on our website, you are agreeing that product substitutions may occur.

Complaints

In the unlikely event that you wish to make a complaint, please feel free to contact us by emailing info@cocoapod.co.uk. We will aim to respond to your complaint within 3 working days. Please note that during our peak times (Christmas, Easter and Eid) our response times may vary.