



Email:

hooked@lobsterandseafood.co.uk

Tel: 01229 231647

Returns Policy Refund Policy

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 we will offer a replacement or a refund. Please note that goods must be returned before the use by date.

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 -

We send everything by courier on a next-day delivery service. However, we cannot guarantee this delivery date as this is out of our control and we are reliant on the courier.

More than 99.5% of our deliveries are made as planned on the next day. However there are rare occasions where your order might not arrive until the following day.

All our orders are packed to **stay chilled or frozen in transit for over 48 hours**. This means that on the rare occasions a delivery is delayed the contents would still be protected and useable.

We cannot provide refunds or replacements for delayed deliveries. We make an exception to this if the quality of the product has been compromised. The maximum amount of time an order would be delayed is 24 hours.

If your fish & seafood is for a special occasion, we highly-recommend that you make your order so that delivery is the day before it is required, or week before (and freeze) - just in case there are any courier issues.

If you are not happy to accept a late delivery please cancel your order BEFORE we dispatch it by calling us on [01524 572738](tel:01524572738) or email shop@realfoodhub.co.uk.