

## **Refunds and Returns Policy**

1. Refunds. If a payment is taken and we are unable to fulfil the order you must contact us by phone as soon as possible explaining the situation, this is generally the quickest and easiest solution. If, however, you find no resolution by phone then email us quoting the day the order was placed, the amount taken, the order reference number, a contact name and contact telephone number. We'll then investigate the situation and if in agreement will refund the order amount back to the card used to make payment within 14 days of receiving the complaint.

2. Returns. Due to the nature of the business returns will only be accepted if a customer can prove products were unfit for consumption, if this is the case the product must be returned with a minimum of 60% of the product intact. A refund will then be given or a replacement product after inspection of the returned product at the discretion of the business.