

## **Returns Policy**

### **Returns**

We offer a comprehensive returns policy in the unlikely event that you are not 100% satisfied. Please note that the following returns procedure must be followed and failure to do so may result in us being unable to exchange goods or provide refunds. Also please be aware that we cannot be held responsible and provide refunds/exchanges on stock affected by circumstances beyond our control. This includes damage and neglect after goods are received, goods being stored in climatic conditions (such as extremes of temperature that can affect some items. Items often stick together or alter appearance slightly but will taste the same) and damage by third parties. In addition please be aware that during the hot summer months, goods in transport can be effected by the heat so please be aware that delicate items such as chocolate may not always look as intended. Should you wish to return an item for any reason please notify us within 48 hours of receipt of your order of any part that is unsatisfactory. In order to arrange a return please contact us, inform our customer service team of your order number, the item you are returning, and the reason for the return. We will then reply within 7 days a unique returns authorisation number and the address you need to send the item to.

You'll need to package the item securely and include:

Your order number

The returns authorisation number

Whether a replacement or refund is needed

The reason why you are returning the item

Goods returned should be in their original condition and packaging in which they arrived along with a copy of the invoice or packing slip.

Once received items will be checked and refunds on goods and postage arranged where suitable and can take up to 5 working days from receipt of goods. We cannot issue refunds on simply unwanted goods due the perishable nature of some goods on sale. Refunds/exchanges will only be offered on items that are faulty, and were clearly so at the time at which they were dispatched.

### **Will you refund my postage costs to return an item?**

We are more than happy to refund postage costs to return an item where the return is required due to our error. For instance:

-If we sent you the wrong item

-If the item is faulty

-Where you are returning a substitute item which you do not want to keep  
We will not refund postage costs to return items which are unwanted or no longer required. These costs will need to be covered by you, again we recommend using a delivery service that insures you for the value of the goods.

We will not refund postage costs to return any item due to reported damage or fault where no error was found in the testing process. Costs of

posting the item back to you will depend on the item and will be communicated to you after the testing process has been completed.

### **What should I do if I receive an incorrect item?**

We have high standards when it comes to packaging your order however mistakes, do occur from time to time. Please accept our apologies if you have received an incorrect item. As part of our customer responsibilities, we will do our utmost to resolve your query with speed, ease and with absolute minimal inconvenience.

We will review each case individually when considering the return of the product; in some cases we may require further information such as pictures so we can choose the best course of action. Our aim is to provide the best safe solution for you as quickly as possible.

### **What should I do if my item is damaged?**

Although we take care to prevent any damage to your goods during transit it is possible that problems may arise. Please accept our apologies if you have received a damaged item.

We ask that you do not refuse delivery, instead accept the goods and contact us immediately. Refusal may actually result in a delay of the parcel being returned.

You can contact us through your account using the online message centre. Please attach any pictures you have of the damage to the message. A member of our team will review the details and offer the best resolution to resolve your query.

### **How do I report a fault with my product?**

Please accept our apologies if you believe there is a fault with your item, we take all complaints regarding the quality of our products seriously and we will need to investigate the reported fault in more detail.

In order to do this we ask that you contact us through your account using the online message centre. Please provide details of the fault and where possible attach pictures to your message.

### **Complaints**

If you are not satisfied with the way in which we have handled the return or replacement of any item, we want to hear about this. Our aim is to resolve the matter for you and ask that you please contact our customer service representatives via email or by post at Customer Service Department, London Business Specialists Limited, 12 Park Parade, Gunnersbury Avenue, LONDON, W3 9BD

### **Your statutory rights**

Our Returns Policy does not affect your statutory rights.

For more information about your other statutory rights, please visit the UK Government's website at: [www.direct.gov.uk](http://www.direct.gov.uk) or contact Consumer Direct, the Government funded consumer advice service on 08454 04 05 06.