**REFUND & EXCHANGE POLICY**

**Please notify us within 48 hours if you wish to return or exchange any of our goods, either in person, by email or by telephone.**

**The item must be returned in its original state.**

**We are happy to refund in full a product which is damaged, faulty, or misdescribed, unless it was sold at a reduced rate to reflect the fault.**

**We will refund the item back to the original source of payment. If you paid by card, the payment will be made back onto the original card.**

**Refunds will be given within 7 days of the notification.**

**In addition to your legal rights, we also allow you to return goods if you simply change your mind. Please return the unused goods to us with the original till receipt within 2 days and we will offer you an exchange.**

**We can offer an exchange on most products except:**

* **Frozen and chilled items**
* **Fresh fruit and vegetables**
* **Gifts**
* **Newspapers and magazines**
* **Homemade bread, pastries, and cakes**

**All refunds and exchanges are at the discretion of the Manager/Supervisor.**