



TERMS AND CONDITIONS

Delivery:

We aim to deliver all orders within 5 days if the goods are in stock. Please contact us on 01296 712111 if you do not receive your delivery in this time period and have not been previously advised by us of any problems.

We endeavour to keep product availability up to date on our shopping page. However, if any of the goods you order are 'Out of Stock' we will contact you to let you know when we will be able to complete your order. All deliveries are made by Royal Mail first class post unless you contact us to request and pay for Royal Mail Special Delivery. We will contact you to advise when to expect food produce, as some items such as chocolates will deteriorate if left waiting in warm conditions. We cannot take responsibility for the condition of food produce if you are not at home to receive it as advised.

Cancellation:

You may cancel an order prior to despatch. Please telephone us on 01296 712111 as soon as possible to do so.

Returns and Refund Policy:

We want you to be happy with your purchase. Please check the goods on delivery and ensure that they are supplied correctly. If any of the goods provided are incorrect, please contact us to let us know on 01296 712111 and then return them within 7 days in the original packaging and in an unused condition. We will refund your postage costs and either provide a full refund or replace them with the correct items. We recommend you obtain proof of postage and appropriate postal insurance (ie A Certificate of Postage) as refunds will not be given if goods do not arrive with us in a resalable condition.

Food Items: We cannot provide a refund for correctly-supplied food items unless they have been damaged in the post. If this occurs, please contact us on 01296 712111 so we can arrange recovery of the items and claim postal insurance for the damaged goods. Our terms and conditions do not affect your statutory rights.

Gift Vouchers purchased on or after 1st February 2008 are not refundable. Holders of 'Open' Gift Voucher (ie not for a specific course and/or date) must make reservations for course dates falling within the expiry date of their voucher. All reservations are subject to availability at the time of booking. If you are unable to attend a cookery course on the date reserved, we are happy to switch your booking to an alternative date subject to availability. However, cancellations advised less than 2 working days before the course date reserved cannot be switched to alternative dates, as produce will have been purchased for the course and your place is unlikely to be resold at such short notice.

Non Food Items: If any of the goods prove to be unsuitable, please return them within 7 days in the original packaging and in an unused condition for a full refund less postage costs. We recommend you obtain proof of postage and appropriate postal insurance (ie A Certificate of Postage) as refunds will not be given if goods do not arrive with us in a resalable condition.