

AC HOPKINS (TAUNTON) LTD

RETURNS/REFUNDS/CANCELLATIONS/AMMENDMENTS POLICY

You must inspect the product as soon as possible after delivery. If you are unhappy with the specifications of an item you have received or there are any defects, please take images of the product and include these in an email to us within 24hrs, please give full details and reasons for your dissatisfaction. It is important to include images so we can use these to investigate the issue thoroughly.

If it is agreed that you may return a product to us, this must be done as soon as is possible, not later than 48 hours from initial delivery, this gives us a true reflection of the quality of product received by yourselves. Should any product be returned to AC Hopkins (Taunton) Ltd it will be fully inspected on arrival back with us, if it is found to be of suitable quality and within the specification of the order then the full amount will be charged. If the product is not of required specification then your final invoice will be adjusted accordingly.

If a mutually agreed solution can be found and you wish to retain the product, for example a reduced rate, then a suitable adjustment will be made to your final invoice.

Refunds can only be produced once the investigation into your dissatisfaction has been completed, if you are on account then your account will be credited, if you have paid the invoice already then you will be credited in the same way that you paid.

Orders can be cancelled on the same day as they are placed, our business operates in a way in which we slaughter to order to maintain fresh stock levels. If an order is cancelled last minute and we cannot sell that product on in a reasonable time frame to maintain freshness then you may be charged in full.

Amendments to orders can usually be accommodated should we receive sufficient notice. At least 24 hours before intended collection or delivery to ensure we have the stock you require at the required specification. Very specific products require 48 hours notice.