



CLICK AND COLLECT TERMS AND CONDITIONS

We reserve the right to change these conditions at any time.

Dear Customers;

We endeavour to deliver the highest quality products to you at all times. If you feel that we have been unable to deliver you the quality you expect please contact us on the below mediums and we will be happy to discuss.

Please be aware that During peak times there may be an additional wait on all orders or the Click and Collect System may be temporarily suspended.

• REFUND POLICY:

We will refund part or all of your order where:

- 1) you have contacted us within 24 hours of the collection time to alert us of concerns
- 2) proof of 'failure' can be substantiated
- 3) the item you have requested is unavailable.

All orders are subject to availability.

We will not refund any orders that have not been collected within 15 minutes of the scheduled collection time.

If the products are of unsatisfactory quality, misdescribed or incomplete you may return the products, at which time we will offer a replacement or a refund.

No exchanges or refunds will be made for missing items or inadequate quantities once the products have left the store after collection. You should therefore check your order at the time of collection before leaving the store. No exchanges or refunds will be made as a result of the quality of the products deteriorating due to you missing your selected collection time, or for loss or normal deterioration of the products occurring after the products are collected.

Refunds will be given in the same method as the order was paid.

• PAYMENT:

Click and collect order must be paid for at the time the order is placed.

We accept payment by the following card types: Maestro UK, MasterCard, Visa Debit and Visa Credit.

We are not responsible for and will not refund any fees or charges imposed by your bank, building society or credit card company for processing any transaction or refund in relation to your order.

• CANCELLATION POLICY:

In the event of a cancellation a full refund will be given if:

- 1) it is cancelled a minimum of 60 minutes before its scheduled collection time.

FOR PEOPLE WHO LOVE FISH AND CHIPS