



## Payment, Privacy, Shipping and Refund Policies

### Returns/Refunds:

- Please note that we cannot accept returns of products where the package has been opened and the lid label tab/seal has been damaged.
- We can only accept returns if the product seal remains completely uncompromised. In this case, we can accept a returned item up to 14 days after the item has been dispatched.
- Upon our receipt of the returned item, we will ensure it is fit for return and only then will a full refund be processed.
- Shipping costs for returned items shall be covered by the customer unless otherwise agreed in advance.

### Payment and Privacy:

- We only accept cards payment for orders placed online. We use PayPal to process all payments and therefore no personal payment information shall be retained on our website.
- For payment enquiries: [contact@thetrufflegourmand.co.uk](mailto:contact@thetrufflegourmand.co.uk)

### Shipping:

- Please note that we use Royal Mail 1st class posting for all our deliveries.
- Shipping prices named on our website are based on Royal Mail's pricing as of May 2016. Please note, the shipping costs may change as Royal Mail adjusts its prices. Any such updates will be made directly on our site and should be visible to you at check out.

For all inquiries please contact us directly at [contact@thetrufflegourmand.co.uk](mailto:contact@thetrufflegourmand.co.uk)