

## Refund Policy

We're so convinced you'll absolutely love our food, that we're willing to offer an hour refund if the food;

1. is defective
2. is not as described
3. must be unopened
4. must be in original packaging
5. must be unused
6. must not be damaged

*We reserve our right to decline a refund if the above conditions are not met.*

*Customer requires proof of purchase to qualify for a refund.*

*We offer store credit if receipt is not available, but customer order must be verified.*

*We do not issue refunds on clearance or discounted products.*

*We do not issue refunds when the food gets cold on delivery. We do our best to deliver the food as warm as we can, but we cannot guarantee to deliver hot food. It is advised by the Food Standard Agency to reheat the food in the microwave.*

### ***Please note;***

*Customers must contact us first*

*Customers can return the food to our store location with arrangement*

*Customers cannot ask for full refund if 1-2 items are wrong or missing extras. We will replace the missed or wrong items within 30 minutes.*

### **How can customers contact Bramhall Grill regarding this policy?**

Customers should call us on **0161 439 9939** immediately.