

Struan Apiaries Ltd

### **Delivery>Returns/Collections**

Currently we use Royal Mail for our delivery. The cost is £6.50 for 6 jars or less. Larger orders, we should be contacted first to discuss options. Collection from us is available by arrangement.

### **Refunds and Replacements**

If your goods are damaged or you've received the wrong products you can choose between a refund or a replacement.

Please contact us within 7 days of your order date via email to [sales@struanapiaries.com](mailto:sales@struanapiaries.com).

Refunds are made to the same form of payment used to make the original purchase.

Refunds and replacements only apply for the following:

#### **Damaged Parcels**

We are sorry if your parcel has been damaged. We make every effort to send our products as safely as we can but sometimes damages still occur after leaving us. If this does happen we will offer you a full refund or a replacement on receipt of an image and return of damaged goods.

We can only refund you if you have your proof of purchase and all refunds can only be made to the PayPal account used for the original purchase.

If you'd prefer replacements then just let us know. We'll get them dispatched to you within 3 working days free of charge.

#### **Wrong Item(s)**

If you receive a wrong item, apologies! This only happens in rare cases. We'll happily refund or replace your item(s), and will not charge for return items.

#### **Items not as described**

We are confident in the quality and accurate descriptions of our honey and other products in our shop. If you feel that the items received didn't meet your expectations we will refund or replace your item(s), and cover the costs for the return courier or mail charges.

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#### **Returning your items**

If you are returning your order to us, please repack it safely and return it to us within 7 days of notifying us of the return. Include your name, order number and reason for return.

Returns to: Struan Apiaries Ltd, Burnside Lane, Conon-Bridge, IV7 8EX