

RETURNS

Our policy lasts 28 days. If 28 days have gone by since your purchase, unfortunately we cannot offer you a full refund or replacement product.

To be eligible for a return or full refund you must contact us within 24 hours of delivery, due to the perishable nature of our products.

All returns must be sent via post in the same condition that you received it, including its original packaging, and must be within the use by date stated. If your order has exceeded the use by date, we will not be able to accept the products back into our store.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted:

- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 7 days after delivery.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again. Contact your credit card company, it may take some time before your refund is officially posted. If you still haven't received your refund, contact your bank as there is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@lakingsoflouth.co.uk.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@lakingsoflouth.co.uk and send your item to: Lakings of Louth, 33 Eastgate, Louth, Lincolnshire, LN11 9NB.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to: Lakings of Louth, 33 Eastgate, Louth, Lincolnshire, LN11 9NB.

You will be responsible for paying for your own shipping costs for returning your item. In the case of damaged or incorrect goods, we will refund the cost of postage for a returned product once it has been received at Lakings of Louth.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.