



## **Returns and Refunds Policy**

We want you to be satisfied with your order. If you are a consumer (not a business), you have 14 calendar days to request a return.

### **\*\*Return Conditions\*\***

- Items must be unused and in original packaging
- Buyer is responsible for return shipping unless item is faulty
- Returns not accepted for custom or special-order items

### **\*\*How to Request a Return\*\***

Email [sales@flamelinecatering.co.uk](mailto:sales@flamelinecatering.co.uk) with your order number and reason. We will issue return instructions.

### **\*\*Refunds\*\***

Refunds are issued within 7 working days after item is received and inspected. Original shipping costs are non-refundable.

### **\*\*Warranty Claims\*\***

Warranty claims must be made directly with the product manufacturer or authorised service provider. Flameline Catering does not handle warranty requests or repairs.