

# Returns & Refund Policy

Last Updated: 07/03/2025

At **Surrey Bread**, we take pride in baking fresh, high-quality products. Due to the perishable nature of our baked goods, we have a **strict no-return policy**. However, if you experience an issue with your order, please review our refund policy below.

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## 1. Non-Returnable Items

As our products are **freshly baked food items**, we do **not** accept returns or exchanges for:

- **Perishable goods** such as bread, pastries, and other baked items.
  - Items that have been **opened or partially consumed**.
  - Orders where incorrect details (such as delivery address) were provided by the customer.
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## 2. Refunds & Replacements

We offer refunds or replacements in the following situations:

### 2.1 Damaged or Incorrect Orders

If you receive a product that is:

- ✓ **Damaged** (e.g., crushed, stale, moldy upon delivery).
- ✓ **Incorrect** (wrong item received).

#### ♦ What to do:

- Contact us within **24 hours** of receiving your order.
- Provide clear **photos** of the item and packaging.
- Email us at [contact-help@surreybread.uk](mailto:contact-help@surreybread.uk) with your order details.

#### ♦ Resolution:

- We will assess the issue and offer either:
  - A **replacement** (if applicable).
  - A **full or partial refund** to your original payment method.

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## 2.2 Late or Missing Deliveries

If your order **does not arrive** within the estimated delivery time:

- First, check with the courier for tracking updates.
- If the package is still missing, contact us at **[your email]** within **48 hours** of the expected delivery date.

♦ **Resolution:**

- If we confirm a delivery issue on our side, we may **offer a refund or resend the order**.
  - We are not responsible for delivery delays caused by incorrect address details provided by the customer.
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## 2.3 Cancellations

- Orders can be **canceled within 1 hour** of purchase for a full refund.
  - Once the baking process has started, **orders cannot be canceled**.
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## 3. How Refunds Are Processed

- Approved refunds are processed within **5-7 business days**.
  - Refunds will be issued to the **original payment method** used at checkout.
  - We do not offer refunds to alternative payment methods or as store credit.
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## 4. Changes to This Policy

We reserve the right to update this policy at any time. Any changes will be posted on this page with an updated **“Last Updated”** date.

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## 5. Contact Us

For any refund inquiries, please contact us at:

Email: [contact-help@surreybread.uk](mailto:contact-help@surreybread.uk)