

Refund Policy

Overview

At Curtsied Cravings, we are committed to providing our customers with the highest quality confectionery products and excellent customer service. If for any reason you are not satisfied with your purchase, we offer a comprehensive refund policy to ensure your satisfaction.

Eligibility for Refunds

Refunds are available under the following conditions:

- The product is damaged or defective upon arrival.
- The wrong product was delivered.
- The product does not meet the quality standards as advertised.

Non-Refundable Items

Certain items are non-refundable:

- Products that have been opened or partially consumed.
- Products purchased from our vending machines, unless defective or expired.

Time Frame

To be eligible for a refund, you must contact us within 14 days of receiving your order. For vending machine purchases, please report any issues within 7 days.

Refund Process

1. Contact Customer Service:

- Email us at info@curbsidecravings.co.uk with your order number, a description of the issue, and any relevant photos.
- For vending machine issues, provide the location of the machine and the issue experienced.

2. Assessment:

- Our customer service team will assess your request and may ask for additional information or evidence.

3. Return Instructions:

- If your refund request is approved, you may be asked to return the product. We will provide you with a return shipping label if applicable.

4. Processing:

- Once the returned product is received and inspected, we will notify you of the approval or rejection of your refund.

- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 5-10 business days.

Vending Machine Refunds

For vending machine purchases:

- Report the issue via our website's contact form or email us directly at info@curbsidecravings.co.uk
- Include the vending machine location, item purchased, and the nature of the problem.
- Refunds for vending machine issues will be processed within 7 business days after validation.

Shipping Costs

- If the return is a result of our error (you received an incorrect or defective item), we will cover the return shipping costs.
- For all other returns, the cost of return shipping will be deducted from your refund.

Contact Us

If you have any questions about our refund policy, please contact us:

- Email: info@curbsidecravings.co.uk

Thank you for shopping with Curbside Cravings. We value your business and are dedicated to ensuring your satisfaction with every purchase.