

Returns Policy

The satisfaction of our customers is always our first priority, as is our reputation.

- We ask our customers the reason for wanting to return an item.
- We ask that the item is in the same good condition as when it was delivered.
- If the product is faulty, it is set aside in our warehouse or dumped.
- Accepting a product that is partially used would, in many cases, breach our HACCP compliance.
- We will not credit or replace anything that has been damaged or misused.
- We ask that we are informed about the intention to return in a reasonable time.
- We always try to make doing business with Neild & Co. easy and uncomplicated.

