



## RETURNS POLICY

This policy sets out the customer complaint returns policy for goods or services purchased from Chilli Freaks.

To be eligible for a return, your item must be unused and in the same condition that you received it, and it must be in the original packaging with full notification to Chilli Freaks via email or direct phone call on the following contacts:

Tel: 07849 678 951 or 07549 032 244

Email: [ChilliFreaks.uk@gmail.com](mailto:ChilliFreaks.uk@gmail.com)

Under no circumstances should the customer dispose of any damages without direct instruction from Chilli Freaks.

At all times Chilli Freaks will try to work with the customer to pick up at the customer's convenience to verify and analyse the complaint/return.

If the item you purchased was faulty damaged, or you think the order was not as purchased in the order description, please contact us first before requesting a refund as we may be able to resolve your problem to your satisfaction.

Once your return is received and inspected we'll contact you to let you know whether your refund will be processed or not, and credit your original method of payment, within a certain amount of days.

If an item you purchased was in a sale then it may not be eligible for a refund if you have changed your mind. If you are in any doubt please contact us before making the purchase.