

T & C's

Thank you for visiting our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy, govern Brackley Trading Ltd T/A Truffles & Twine with you in relation to this website.

The term 'Truffles & Twine or 'us' or 'we' refers to the owners of the website whose registered name and office address is Brackley Trading Ltd T/A Truffles & Twine, 18 High Street, Kimbolton, Cambs PE28 0HA

Company registration number **07212579**

VAT number : GB 101613180

The term 'you' refers to the user or viewer of the website.

Truffles & Twine reserve the right to modify / change the website at any given time.

Prices displayed are inclusive of VAT but exclusive of delivery costs.

Ordering:

We make every effort to ensure all products are in stock, but in the event of us not having your chosen product we will call or email you and offer either a refund or a later delivery if possible.

Card orders are processed securely by Paypal. Truffles & Twine do not handle any card data for orders placed online.

Please note that pictures may not be to scale so always check dimensions. Colours are reproduced as accurately as possible, however, as with all photography, there may be some slight variation.

The prices and availability of any promotions, goods and services advertised on this website are all subject to change, and availability. While we take all reasonable efforts to keep this website up to date, the material displayed is provided only by way of information and need to be confirmed through our store.

Delivery

Delivery will be via Royal Mail and £3.95 small packages weighing upto 2kg

Larger items incur a higher rate of £9.95.

We aim to process orders the same day, although at busy times we may take slightly longer.

Returns

We always hope you will be happy with your purchases from Truffles & Twine however, if for any reason you are not, we can offer an exchange on any item as long as it is returned in its original packaging and in a saleable condition within 14 days of receipt.

Please return items to: Truffles & Twine 18 High Street, Kimbolton Cambridgeshire PE28 0HA

If you receive faulty or damaged goods, please contact us within 7 working days and we will arrange a replacement or refund for you

With the exception of faulty items, we are unable to reimburse postage costs. We would recommend that you obtain a certificate of posting in case the parcel fails to reach us.

If you have any questions please contact our team: email or call us on; 01480 860239

Between 10 and 4pm

Privacy

We make every effort to protect the privacy of our users and customers. As such we will not ask for personal details that are not required as part of your transaction. Any personal data collected by us online will be safely and securely stored and not shared with any third party.

This website uses cookies to enable data to be stored and to ensure the site runs smoothly, for example in the operation of the shopping cart. You can disable cookies in your browser, or delete cookies after visiting this site.

Sharing

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