

## Montmartre Fine Foods

### Online Returns & Replacement Policy

- Montmartre Fine Foods aims to provide you with top quality products with service to match
- Montmartre Online Orders are governed by “distance selling” guidelines and customer protection
- Distance selling states that you, the customer, have 14 days to advise us you wish to cancel your order and a further 14 days to return the products. Montmartre will then offer a full refund or replacement
- As Montmartre deals with quality fresh food items with a 3 day shelf life we ask that if you would like to return items we are advised within 2 days of delivery with an explanation as to the reason. We can assure you that we will replace and/or refund the items for you
- Once the item has been replaced, you still have the right to reject the replacement and we will offer a full refund
- Montmartre will however, adhere to the distance selling guidelines of 14 days for you to advise us
- A paper copy invoice will be provided with every order on delivery
- A minimum order value of £25.00 applies to all online orders