



Williamson

Taking freshness further

Returns & Credit Policy

Frequently Asked Questions (FAQ)

1. Which products are eligible for returns under the Policy?

All products sourced and delivered by **Williamson Foodservice** via our own delivery vehicles are eligible for returns. This can include products past their expiration date on delivery, quality issues, or incorrect products delivered (unless a substitute has been requested).

2. How long do I have to request a return or credit?

You must initiate a return request within 24 hours of the delivery date. In the event of quality issues these should be raised on receipt of goods (48hrs for Saturday deliveries).

3. What are valid reasons for initiating a return?

You can request a return for the following reasons:

- Products past their expiration date on delivery.
- Quality issues, such as spoiled, damaged, contaminated or possible short-dated products.
- Incorrect products delivered which are different from your original order. (Not included in this is pre-arranged substitute products)

4. What are the conditions for returning products?

To be eligible for a return, the date-coded products must meet the following conditions:

- They should be in their original packaging.
- Include the delivery receipt or invoice.
- Products must not have been opened or partially consumed, except in cases of quality issues.
- Temperature-sensitive products must have been appropriately stored as per the provided guidelines.

5. How can I initiate a return or credit?

To initiate a return please contact our customer service team within 24 hours of receiving the delivery (48hrs for deliveries received on a Saturday). For items delivered and deemed poor quality, these should be notified upon receipt of delivery/goods. You can reach us via the following channels:
Telephone: 0345 450 8888 Email: info@williamsonfoodservice.co.uk

6. What happens after I initiate a return?

Our customer service representative will guide you through the return process and may require additional information or photographs of the product(s) for quality control purposes. If the return is approved, we will arrange for the retrieval of the date-coded products via our own delivery vehicles.

7. What options do I have for approved returns?

For products past their expiration date or regarding quality issues, there will be the option of a replacement or refund. In cases of incorrect products delivered, we will provide the correct products or issue a refund for the items. (Not included in this are pre-arranged substitute products)

8. Can I return products based on personal preference or taste?

No, returns based on a change in customer preference or personal taste are not eligible for processing under the Returns and Credit Policy.

9. What if I face recurring issues with delivered products?

In cases of recurring issues, we take these concerns seriously and will work closely with you to identify the root cause and implement appropriate preventive measures.

10. How will the refund be processed?

Refunds will be processed either to your original payment method or credited to your account if purchased in that way.

11. Are there any exceptions to the Returns Policy?

There are no exceptions to the terms and conditions laid out in the main policy.

If you have any further questions or need assistance with the returns process, please do not hesitate to reach out to our customer service team. Thank you for choosing Williamson Foodservice and we appreciate your trust in our services.

Telephone: 0345 450 8888

Email: info@williamsonfoodservice.co.uk