



The Spice Larder

Returns and Refunds Policy

We are committed to working with our partners to ensure that the products available via our online market place 'The Spice Larder' are of a high standard and quality.

If you need to cancel, return or exchange your order, please follow the guidelines below:-

Returns and Exchanges

1. Please either log into your account (if you created one on registration) or contact us via returns@spicelarder.co.uk stating your order number, product and if you would like a refund or a replacement. We will then contact the vendor on your behalf and they will make direct contact with you.
2. If you have already received the item, please wrap it up and send back to the seller within 30 days of the purchase. It is recommended that you use a signed for delivery service with proof of postage and you will not be reimbursed for this. You can find the address of the vendor by logging into your account, or contacting us via returns@spicelarder.co.uk.
3. Once the returned item/s have been received & we have been notified by the vendor, we will then process the refund directly to you in no more than 7 working days.

Items which cannot be sent back

Unfortunately, you cannot send back perishable items such as cheese, fresh cakes, all dairy, meat or baked products or any bespoke items that have been personalised.

I haven't received my order

If you placed an order and you still have not received it within the specified time, please email us via support@spicelarder.co.uk and we will investigate the matter immediately.

**** Covid19 ****

Due to the unprecedented current situation with Covid-19 some vendors may be under pressure to deliver items within specified time scales. We promise to keep you updated with any delays or low stock levels and will help support both you and the vendor with finding a solution should a delay arise. Thank you for your patience. Please notify us of any issues via support@spicelarder.co.uk. Thank you.