

## About Us

The Watermill is dedicated to your total satisfaction. If you have any suggestions or comments please e-mail us at [info@aberfeldywatermill.com](mailto:info@aberfeldywatermill.com)

The Watermill  
Mill Street  
Aberfeldy PH15 2BG  
Tel: 01887 822896  
VAT GB230839666

## Statutory Rights

Please note, the following Terms and Conditions do not affect your statutory rights as a consumer, as required by the Which? Web Traders Code of Practice.

## Making A Purchase

We aim to keep all items in stock unless indicated otherwise. If your item is not in stock, we will back order for you. You will always be e-mailed with the option to cancel your order if you would rather not wait.

## Shipping And Handling

Delivery is charged as indicated. If all your items are in stock we will despatch your order within 3 working days.

## Guarantee & Returns

We guarantee your satisfaction and will happily replace or refund any item returned to us that does not meet your expectation or is damaged, within seven days from receipt of goods. We would ask, however, that should you receive damaged goods you contact us, using details in our ABOUT US page, within 24 hours of receipt of goods in order that we can deal with the problem efficiently and effectively with our carrier. We will completely refund the full price of your order and delivery charge if you are not satisfied with the goods you received. Your card will be refunded in full on receipt of the goods back at The Watermill.

## Cancellation

You can cancel your contract at any time up to seven working days after the day of delivery. To do this, please e-mail or write to us. If you cancel you must return the goods to us at your own expense. Upon The Watermill receiving the returned goods in an unused and satisfactory condition a refund will be paid to the customers Credit/Debit card. This cancellation policy does not affect your legal rights – for example, if goods are faulty or mis-described.

## Contacting Us

We can be contacted Monday-Saturday 10.00 a.m. - 5.00 p.m on 01887 822896 or by e-mail [info@aberfeldywatermill.com](mailto:info@aberfeldywatermill.com)

All correspondence will be treated in the strictest confidence. Any complaint or query will be dealt with promptly as follows:

- i we will acknowledge correspondence within 5 working days
- ii we will aim to resolve all issues within 2 weeks from initial date of communication.
- iii we will keep you fully informed during this process