

Returns Policy

Claims for Breakages

Upon receipt of your order, the order should be carefully inspected to make sure that it is intact and in full. The courier must be informed of breakages or shortages at the time of delivery. We will not accept any claims for breakages or shortages unless they are stated on the courier's documentation. We must have confirmation of these breakages or shortages within 3 working days of delivery.

Order Cancellation

You may cancel your order at any time until seven days after the goods are received, but you will be liable for the initial delivery cost. You will be responsible for returning the products to us at your own cost.

The goods must arrive back at our distillery unopened and undamaged. You can cancel your order by emailing info@theonlywayisgin.co.uk.

All credits will be issued within 30 days of the cancellation, provided the goods have been returned within that period.

Returns

We will provide a full refund or replacement of any products that are faulty. We must be notified of damaged or faulty products within 3 working days of receipt. We may require the faulty products to be returned to us. We will arrange this as necessary.

On the rare occasion where the products delivered are different to those ordered we must be informed of this within 3 working days of receipt. We will arrange a collection of these products as necessary, once we have investigated the dispatch records for your order.