

London Veal Co. Inc. Product Guarantee & Refund Policy

The London Family has been dedicated to serving the meat industry since 1966 and has stood by every one of our products for over 45 years.

We Guarantee That:

- If you are not completely satisfied with your Gourmet Meat purchase, you can either return your order for a full refund or exchange it for a different item. *
- All of our Gourmet Meat products leave our USDA inspected facility in excellent condition and should arrive to you in the same manner. Please notify us otherwise.
- All of our Gourmet Meat products are sent in insulated shippers with enough dry ice or frozen gel packs to withstand unrefrigerated shipping for up to 60 hours. (Your package should arrive within 48 hrs. of shipping)
- Your gourmet meats will arrive to you in wholesome condition ready to cook and you will always receive exactly what you ordered.

Please Note: We will occasionally run out of stock on some items. Inventory is kept low to ensure continual freshness and wholesomeness. In this instance we will contact you before processing your order to allow you the opportunity to substitute or back order.

Our Return Policy:

Please Note: Do not return any product without first contacting our customer service department at 617-442-0000. Mon-Fri, 6am-2pm

- If you are not satisfied with your purchase for any reason please **notify us by the next business day** from your delivery so that we may address your problem in a manner timely to all parties involved.
- You may return or exchange your purchase for **up to 3 days from the delivery date** at the discretion of the company. Returned products must be in the condition you received them and in the original box and/or packaging.
- All meat products are perishable. Please aid us by using a modicum of common sense to help maintain the wholesomeness of your Gourmet Meat purchase.

Our Conditions:

- London Veal reserves the right to investigate fully any claim believed to be fraudulent or unfounded.
- At this time we are only shipping orders to the contiguous U.S.
- Orders placed with incorrect and/or incomplete delivery address information do not qualify for a refund.
Please Note: It is not allowable to ship perishable product to a post office box.
- All products are shipped by UPS 2 day guarantee and will be delivered to the customer specified delivery address without a signature required.
- London Veal cannot be responsible for orders left unattended that are delivered to the customer specified address on the customer agreed delivery date.
- In the case of obvious monetary and typographical errors please refer to our Online Terms and Conditions.

Please Note: For the reasons stated above London Veal recommends shipping to your place of business whenever feasible. In the case of a gift shipment to a third party recipient, it is the responsibility of the purchaser to notify the recipient of an incoming perishable delivery.

*conditions apply