



Customer Complaints Policy

Purpose:

The purpose of this policy to allow our customers to raise any complaints they have and ensure Molly Rose Drinks Ltd. are able to deal with these promptly and hopefully to a positive resolution.

How can I customers raise a complaint?

Please send us an email at lemonade@mollyrosedrinks.co.uk and include the following details so that we can look into your complaint as thoroughly as possible:

- Date bought
- Where you bought it
- Batch number and Best Before date from the neck of the bottle
- What the problem is, and;
- How would like to see this resolved?

What will we do?

We will look into your complaint and come back to you within 30 days once we have fully investigated our end. Should we need to get in touch with you to get more details we will so do as quickly as possible within the 30 day resolution window.