

Our Complaints Policy

Our commitment to you

- 1) We take great pride in creating positive experiences for our customers and are continually looking for ways to improve. If something hasn't met your expectations, we would really like to hear from you.

How to raise a concern

- 2) If you're shopping with us in one of our stores, we encourage you to raise your concerns with a Team Member or Store Manager. Where possible, we will do our best to resolve the issue straight away.
- 3) If your complaint relates to an online order, or if you are not satisfied an in-store response, you can contact our Customer Service Team using our [Online Contact Form](#). We aim to acknowledge your message within two working days.

Other ways to reach us

- 4) *By phone:*

UK & Rest of World Freephone: +44 (0)808 178 1188
Our lines are open Monday to Friday, 8am-8pm (UK Time)

- 5) *By post:*

Customer Service
Molton Brown Limited
Green Street
Elsenham
Bishop's Stortford
Hertfordshire
CM22 6DS

- 6) If you provide a telephone number or email address, we aim to acknowledge letters within 2–3 working days of receipt. Where only a postal address is provided, our acknowledgement may take a little longer to reach you.

What we need to help you

- 7) Please provide the following:
 - a) your name, email address and/or telephone number;
 - b) details of your complaint;
 - c) when and where the issue arose (where applicable);
 - d) proof of purchase (e.g. order reference number or receipt); and
 - e) any supporting material you feel might be relevant such as images of damaged goods.
- 8) If your complaint relates to a damaged or faulty product, we may ask for photographs. In some cases, we may arrange to collect the item from you so we can carry out a quality review investigation.

How we handle your complaint

- 9) We aim to resolve complaints as quickly as possible. Some concerns can be addressed immediately while others may require internal investigation. In this case, it may take a little longer to resolve but we will keep you updated throughout.

- 10) You can expect a full resolution within four weeks of raising your complaint. If, for any reason, we need more time, we will let you know in writing.

If you are not satisfied

- 11) If you are dissatisfied with how your complaint has been handled, we recommend visiting the [UK Government website](#) (or your local equivalent) for guidance on your consumer rights and the options available to you.

Privacy

- 12) We will process any personal data you provide to us in connection with your complaint in accordance with our [Privacy Policy](#).