

Customer Care

We hope that you will receive your order as expected and be happy with the quality of the items ordered. Should there be a query relating to your order, we will strive to resolve this as promptly as possible and with great care. Please find customer care details below, along with contact details for our dedicated Customer Service Team.

Deliveries

- **Missing Orders**

If your order has not been delivered on the expected day, please contact our Customer Service Team as soon as possible and **within 3 working days**.

Order Queries

- **Missing Items**

Please contact our Customer Service Team to provide your order number, how many boxes were delivered and details of any missing items, even if the driver advises a missing box will be delivered the next day. We will aim to arrange delivery of your original or replacement order as promptly as possible and within 48 hours. If a replacement order is sent, this will be invoiced and we will raise a credit note for your original order.

- **Incorrect or Unwanted Items Ordered**

Please contact our Customer Service Team **within 14 days** who can advise you. Returns will be subject to a restocking and collection charge.

- **Incorrect Items Delivered**

Please contact our Customer Service Team to provide a photo of the item received and details of the item ordered. Upon confirmation of a delivery error, we will arrange delivery of the correct item and a collection and credit of the incorrect item.

Faulty Products

- **Damaged boxes identified on delivery**

Please sign POD as 'damaged' and ask the driver to take a photo of the damaged box to attach to your POD.

- **Items received have been damaged in transit**

Please report this to our Customer Service Team **within 3 working days**.

- **Faulty items returned by customers**

Please contact our Customer Service Team and provide a photo or video of the fault, along with your order / invoice number.

- **Faulty Item requested to be returned to Mark Vitow**

If asked to return items to Mark Vitow, we will either reimburse your delivery costs. Alternatively, we may arrange a collection on your behalf.

customerservice@markvitow.com

020 8207 3784 (Option 2)