

Returns and Refund Policy

Tresillian Truffles prides themselves in delivering premium white truffles orders in prime condition however we take no responsibility for goods after they have left our premisses.

Due to the perishable nature of fresh truffles we do not refund purchases. If you have any concerns with your truffle this must be reported to Lisa via email or phone within 12 hours of receiving the packaged truffle along with a photo of the issue.

Please contact us at Lisa@tresilliantruffles.co.nz or 021 083 11993

Loss & Damage

Tresillian fresh white truffles are a perishable product which is why we pack them with care using ice packs, and choose overnight track and trace courier service. All risk of loss or damage to the goods passes to the customer once goods are despatched. If an order is lost in transit, orders will not be replaced until such time as the original order has been located and returned to us.

To minimise risks we recommend that you arrange to be at home or on site when your order is expected to arrive or alternatively designate your place of work as the destination. Urban addresses are preferred.

Return Policy

Damages and Issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

You can always contact us for any return questions at Lisa@tresilliantruffles.co.nz

We have a 7-day return policy, which means you have 7 days after receiving your item to request a return.

To be eligible for a return of a value added product from "Our Shop", your item must be in the same condition that you received it, unopened, unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at Lisa@tresilliantruffles.co.nz If your return is accepted, we'll send you instructions on how and where to send your package.

Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at Lisa@tresilliantruffles.co.nz

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

