



Customer Complaints & Feedback Policy

Effective from: 28th February 2026

Contact: enquiries@melodyjoan.com

We're a small family business, and happy customers mean everything to us. If there's ever an issue, please email us and we'll do our best to make things right quickly.

We aim to reply within **2 working days**, and we'll always handle things politely and fairly.

We also love hearing your positive feedback, it honestly makes our day!
