



Not happy with our service?

We're Sorry If That's The Case. Here's What To Do

If you are unhappy with any part of the service we have provided we would kindly request you that you contact our customer service team by calling us on 0333 200 5822 who will do their best to resolve any problems or concerns that you may have experienced.

How can I make a formal complaint?

If you feel our service has not met expectations and you have not been able to resolve the issue you have been experiencing, you can make a formal complaint to hello@urbanmarmalade.uk. Please ensure you use the heading of "Customer Complaint" and provide full contact details so that it can be investigated properly.

I have made a complaint, what happens next?

Once we receive your complaint we will confirm receipt within 4 hours of our working day (Mon – Fri 9.00am – 5.30pm). Our complaint handling team will look thoroughly into all of the concerns raised and a will respond in full within 5 working days.