



Hygiene Policy

We ensure all of our product containers/jars are filled in a hygienic environment and washed before use. They are also taken out of circulation and washed in between refills of different batch numbered products. All utensils used for dispensing products are washed and sanitised before use.

If you bring your own containers to fill, please ensure they are cleaned thoroughly and fit for purpose as we cannot take responsibility after the product has left our containers/jars. Containers must be completely dry before refilling as water promotes the growth of bacteria and can reduce the shelf-life of products. We also cannot put any products back into a dispenser from a customer's container for hygiene reasons.

For full traceability, batch numbers, best before dates and ingredients are available for all of our products. We advise all our customers to take note of this and transfer the information on to your own containers when refilling.