

BRANDON TRUST CHARITY SHOPS REFUND POLICY FOR ITEMS BOUGHT IN STORE OR ONLINE

1. Returns Policy – Items Purchased in STORE

If you are not satisfied with any item bought, please return the goods to the shop where you purchased the item, in the condition in which they were bought, with the original till receipt/s and valid price ticket attached within 14 days.

We will offer an exchange, or a credit note if you have changed your mind. We will only offer a refund if the item is faulty.

Any exchange, credit note, or refund is offered entirely at our own discretion. This does not affect your statutory rights.

Your Rights

The Consumer Rights Act 2015 decides the statutory rights of a consumer in respect of refunds and these rights are as follows: A consumer may be entitled to a refund, replacement, repair and/or compensation where goods are faulty or not as described, or where the seller had no legal right to sell the goods in the first place. Consumer statutory rights apply to goods sold in charity shops as they do elsewhere.

Please note that donated goods may not be perfect and could be showing signs of fair wear and tear rather than being faulty. We would clearly not be responsible for that. All items in our shops are labelled so you, as our valued customer, should know what you are buying, what it is for and what condition an item is when sold. It is therefore important that if something being sold is faulty, this must be made clear to the customer by way of a label or notice (usually 'as seen').

Change of Mind

Where a consumer has bought something in the wrong size, or they have changed their mind, or an item is an unwanted gift, there is normally no legal right to return those goods.

We look to keep goodwill with all our customers by a way of exchange or a credit note if following criteria are met:

- the item is returned within 14 days to the shop of purchase
- the item is returned in the same condition as when purchased
- the original receipt is produced
- the price ticket is still attached to the item

Faulty Items

If you discover you have a faulty item, you can return it to us within 14 days of the date of purchase to the shop where you bought your item to receive a refund. Item needs to be returned in the original condition with a valid proof of purchase. Please see criteria above.

Please note that all items we sell in our shops are donated. They may not be perfect but that does not mean they are faulty so please check your selected item to ensure you are happy before you make your purchase. All our shops have changing rooms where you can try before you buy items of clothing as well as shoes and accessories. Our staff are there to help you with your purchase.

Our Receipts – Your Proof of Purchase

It is our policy to issue a receipt for the goods you buy. If you do not receive one, please ask. Please keep your receipt as proof of purchase.

Health and Safety

We would like to reassure you that we are following government advice with an enhanced cleaning of our shops and all equipment used to ticket and steam our donated and returned items is subject to regular cleaning. We aim to keep high charity retail standards.

No Cash to Card Refunds and Vice Versa

We understand that some customers may be nervous about handling cash but legally we are unable to refund back to a card in our shops. We can only refund card to card or cash to cash payments with a valid proof of purchase and if the purchased item is faulty. Your receipt states whether the item was paid for by card or by cash.

2. Refund Policy – Items Purchased ONLINE

We sell donated items on three different online selling platforms; eBay, Depop and Vinted. In general, we are guided by the refund policy of each of the platforms. For any refunds or queries please always contact our Online Sales Manager.

If you change your mind:

In line with the Consumer Contract Regulations 2013 customers are welcome to return any purchases they are not happy with, within 30 days of purchase. The buyer must cover the costs of the tracked and signed return postage of the item and will be sent a full refund as soon as the item has been received and checked over by us.

If the item is defective:

In line with The Consumer Rights Act 2015, if the customer finds the item to not be "as described", "satisfactory quality" or "fit for purpose" then they are entitled to a full refund with the return postage paid by us, the seller. A full refund will be processed as soon as the item has been received and checked over by us.