

## **BRANDON TRUST CHARITY SHOPS RETURNS POLICY FOR ITEMS BOUGHT IN STORE OR ONLINE**

### **1. Returns Policy - Items Purchased IN STORE**

We hope you are pleased with your purchase, however, if an item bought from us is not suitable, please return the goods to any of our charity shops and we will happily offer you a credit note or an exchange. We will only offer a refund if the item is faulty, damaged, or not as described. Any defective items must be returned to the store they were purchased from.

Please return non-faulty item(s) to any of our charity shops:

- With the original till receipt/s
- With a valid price ticket attached to the item
- Within 14 days of purchase
- In the same condition in which it was bought

Any exchange, credit note, or refund is offered entirely at our discretion. This does not affect your statutory rights. Credit notes have no expiration date and can be used in any of our charity shops.

Please note that all items we sell in our charity shops are donated. They may not be in perfect condition and may have signs of fair wear and tear – this does not mean they are faulty. All items in our shops are labelled so you, our valued customer, know what you are buying, what it is for, and what condition an item is when sold. It is important that if something being sold is faulty or damaged (including discolouration or stains), this must be made clear to the customer by way of a label or notice (usually ‘as seen’).

### **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.

### **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 assure you that we are following government advice with 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 can only refund cash to cash or card to card payments with a valid proof of purchase and if the purchased item is faulty. Your receipt states whether the item was paid for by cash or card.

## **2. RETURNS Policy - Items Purchased ONLINE**

As well as in our shops, we also sell donated items on eBay. In general, we are guided by the refund policy stated by eBay. For refunds or queries, please contact our Online Sales Manager by emailing [charityshops@brandontrust.org](mailto:charityshops@brandontrust.org)

### **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 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 by us.