

Policy Statement

Please choose items carefully as we do not provide refunds for incorrect choice.

If you have your receipt:

- **We can provide you with a refund or exchange on goods that are faulty or damaged.**
- **All refunds will be provided back in the original tender.**

Special exceptions:

- **We cannot provide a refund or exchange on the following items: custom made products, gift vouchers, single pens and markers, sprays and books.**

When are customers entitled to a refund?

(Information from the Office of Fair Trading)

When the product:

- Has a fault that was not known by the consumer at the time of purchase
- Does not do the job that the consumer was led to believe it would do
- Does not match the samples the customer was shown, or
- Does not fit their description

Customers and staff may negotiate other solutions such as a repair or replacement but under these circumstances a customer has a legal right to receive a refund.

All refunds are to be returned in their original tender. For example, customers cannot ask for a cash refund if they did not pay cash. Purchases made with cards, credit notes or gift vouchers must be refunded accordingly. Goods must be in merchantable quality i.e. in original packaging and able to be put back on the shelf.

Refund

When are customers not entitled to a refund?

(Information from the Office of Fair Trading)

- When they change their mind about a product. This includes when a customer has found a cheaper product elsewhere, has bought a gift that is unsuitable, or their circumstances have changed and they no longer require the goods.
- If they knew, or should have known about a fault when the goods were bought, for example as seconds.
- If they are unable to prove from whom and when the item was purchased.
- If the product was custom made or is a gift voucher, single pens, marker, spray or book.