



Our Refund and Exchange Policy

As a charity, almost all of our stock is second hand, and so may not be of perfect quality. We are happy to refund or exchange most items.

For items that are faulty, we will offer a refund or exchange within 14 days. For items that are not faulty, we will offer an exchange within 14 days. If an item is exchanged for something of a greater value, the difference is payable. If the exchange item(s) is of a lower value than the original, we regret we are unable to refund the difference.

Items must be returned **in the same condition** they were sold in, with a **receipt** (or other proof of purchase) and with the **price ticket still attached**.

We are unable to issue a refund for the following items, unless they are faulty: earrings, bags, non-standard items e.g. craft and miscellaneous goods.

We are only able to refund an item in the same way it was purchased i.e. cash or card. That means we can only refund onto the same credit/debit card used for your original purchase.

All refunds are given at the discretion of the manager.