

Refund & Exchange Policy

When you buy goods from a business, in law you have a number of rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

Our Policy:

We hope you are happy with your purchase, if not, we offer a full refund within 14 days of purchase providing:

- The Item Is in the Same Condition As When You Bought It
- The Original Receipt is Produced
- The item is clearly labelled with a Queenscourt Hospice price ticket.

If an item is **faulty*** it can be refunded within 30 days of purchase as long as you provide your in date receipt.

An exchange can be offered for the **Sale/Current** price without your receipt providing the item is clearly labelled with a Queenscourt ticket.

*Please note that the items we sell are donated, although we do our best, they may not be perfect, but that does not mean they are faulty. Please check your selected item to ensure you are happy with it before you make your purchase. Thank You!



 **Queenscourt**
Hospice

Registered Charity 518801

where life is for living...