



## **Returns Policy**

Your statutory rights are not affected by our Returns Policy. To the extent that any provision in our Returns Policy conflicts with your statutory rights, your statutory rights will prevail and the particular offending provision in our Returns Policy will be deemed inapplicable.

### **Returns (refunds and exchanges)**

If you are unhappy with your item, please let us know. Our Returns Policy gives you 30 days to return or exchange an item bought online with a valid receipt. If 30 days have gone by since your purchase, we cannot offer you a refund or exchange.

To be eligible for a refund or exchange, goods must be returned in a re-saleable condition. That means your item must be unused and in the same condition that you received it. The item must be in the original packaging and returned with any accessories, labels and “free gifts” or bonus items.

To complete your refund or exchange, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

### **Refunds (if applicable)**

Once your returned item is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 14 calendar days. If you paid for standard delivery of the goods, the cost of standard delivery will also be refunded.

There are certain situations where only partial refunds are granted (if applicable):

- Books or other paper products with obvious signs of use;
- Any item not in its original condition, which is damaged or missing parts for reasons not due to our error; and
- Any item that is returned more than 30 days after delivery.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [info@jdrf.org.uk](mailto:info@jdrf.org.uk).

## **Sale items**

We do not offer refunds for sale items, unless they are faulty.

## **Exchange (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange an item for the same item, please send us an email at [info@jdrf.org.uk](mailto:info@jdrf.org.uk) and post your item to: 17/18 Angel Gate London, EC1V 2PT.

## **Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

## **Shipping**

To return your product, please mail your product to: 17/18 Angel Gate London, EC1V 2PT with your details and reason for returning.

You will be responsible for paying for your own shipping costs for returning your item, unless the item is faulty. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance as we cannot guarantee that we will receive your returned item.

## **Right to cancel**

In addition to our Returns Policy, if you are a customer in the European Union you have the right to cancel your contract with us and receive a full refund within 14 calendar days from the day after the date you received your order, if you are an online, mail or telephone order customer. If the goods are delivered in several instalments then it will be 14 calendar days from receipt of the last instalment. To exercise your right to cancel the contract you must request a refund in writing within 14 calendar days of receipt of the items. The refund will include any standard delivery charges paid. You will be responsible for the cost of returning a cancelled order to us.

To exercise your right to cancel follow the steps below:

- Download the cancellation form from the JDRF website and include it with the items when you return them.

We will refund to you the price paid for the items and (unless you did not pay for delivery) the delivery charges that you paid up to a maximum amount of the cost of our standard delivery option. You will be refunded to your original method of payment within 14 calendar days of our receipt of the cancelled items or, if earlier, within 14 days from the day we receive proof of return from you. If we do not receive the cancelled items back, we may arrange to collect them from you at your cost.