



Somewhere to Go Ltd
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

S01 Refunds and Exchanges Policy - V.2

Somewhere To Go Ltd is a charity with the aim: to relieve poverty and distress among the most disadvantaged in the community, by providing a space where people can feel welcome and comfortable and create an environment which will enhance self worth & self esteem. To offer nourishing food, clothing; to facilitate access to medical & welfare services; help with housing and benefits.

Responsibility

The Board of Trustees has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

It is the responsibility of line managers to communicate the requirements of this policy and procedure to their employees. All staff including volunteers must comply with this policy and other associated policies and procedures. It is the staff members responsibility to ensure that they have read and understood all the relevant policies and procedures and if for any reason they are unclear they seek the guidance of their line manager.

Purpose of the Policy

This policy is intended to provide consistency within our Charity Shop regarding refunds and exchanges. Furthermore, this policy is applicable to any donations received by Somewhere to Go Ltd.

Scope

This policy applied to all Somewhere To Go Ltd staff and volunteers working in all properties owned or managed by Somewhere To Go Ltd.

Queries

If there are any queries relating to this policy please contact the Board of Trustees.

Donation refund policy

We, in common with all registered charities, are constrained by charity law, which means that we are only able to refund a donation in certain prescribed circumstances. If you believe that a donation you have made should be refunded, please contact us.

Donations arising from a sponsored event are not dependent on the supporter concerned completing the event and so cannot be refunded if the event or challenge is not completed.

S01 Refund & Exchanges Policy

Charity Registration number 1080963

Company registration number 3928387

Telephone: 01934 641880



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We truly appreciate your donations and support and recognise that there may be an occasion when you need to speak to a member of our management team about a donation.

Please email us at manager@somewheretogowsm.org.uk

What are your statutory rights?

The Consumer Rights Act 2015 determines 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.

However, second-hand goods may not be perfect and could be showing signs of fair wear and tear rather than being faulty and we would clearly not be responsible for that. The key point is that our customers should know what they are buying, what it is for and what condition an item is when sold. It is therefore important that if something being sold is faulty, this must be made clear to the customer by way of a label or notice.

Retail Refund Policy – Faulty Goods

The Consumer Rights Act 2015, brought in changes around the provision of faulty goods. Somewhere to Go Ltd complies with this legislation and will refund a faulty item if it is returned to the Somewhere to Go Ltd Charity Shop in the same condition in which it was purchased within a 30 day period from purchase of the item.

These provisions only apply to goods which are faulty, which is defined as: broken or damaged ('not of satisfactory quality'), or unusable ('not fit for purpose'), or not what was advertised. This would not apply to goods which the shopper has simply changed their mind about.

The item must be returned to the Somewhere to Go Ltd Charity Shop with a receipt proving purchase.

This does not apply to goods which were sold as faulty.

Furniture Refund Policy

We value our customers and like to ensure that they are always happy, so please take our pre-sale advice. You know the layout of your property better than we do, so please ensure that any furniture you buy will fit into your home before making a purchase.

If your purchase does not fit into your property as planned or you simply change your mind, we will not complete a monetary refund. This is trading standards law, a section of text has been included below to cover you and us.

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You do not have to refund a customer if they:

- Know an item was faulty when they brought it.
- Damaged an item by trying to repair it themselves or getting someone else to do it.
- No longer want an item because it is the wrong size or colour.

Please see the 'Change of Mind' Section of this policy for more information.

Change of Mind Policy

Under our Change of Mind policy we're happy to exchange or provide you with a credit note for most items within 7 days of the purchase date. Any credit note or exchange is offered entirely at our own discretion and all items must be returned with your original receipt (or other proof of purchase) in the same condition as when you purchased them, with the price ticket attached (if applicable).

Buy One Get One Free Offers

From time to time we may run a Buy One Get One Free (BOGOF) promotion on selected categories of product.

If you wish to return an item from a BOGOF offer, you must return both items with your receipt and attached price tickets to receive a refund. If only one item is returned, you will not receive any funds in return, as the offer will no longer be valid.

Items bought on BOGOF offers may be returned for an exchange of another item included in the offer - to the same value or lower.

In the event a refund is requested, the cost of the free item will be deducted from the refund amount prior to the refund being issued, due to the order no longer meeting the requirements of the promotion.

In the event the free product is returned, no refund will be applied.

What safety measures are in place to deal with returned items?

We'd like to reassure you that we are following Government advice with an enhanced cleaning schedule and all equipment used to ticket and steam our donated and returned items is subject to regular cleaning.

Items which cannot be refunded or exchanged

Sorry but we are unable to give refunds or exchanges on: CDs, DVDs, videos, computer games, books, earrings, underwear, swimwear, makeup or toiletries products unless they are faulty.

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Policy Review

This policy will be reviewed every 2 years in accordance with government and local publications.

This policy will be reviewed in March 2027.