

## Returns Policy

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Subject to certain exceptions, we will be happy to refund or exchange your purchase within 28 days of delivery. However, the cost of postage & packaging (which varies per item) cannot be refunded, either for the original delivery to you or for the return/exchange.

### **Refunds**

Returned goods should be in perfect condition to obtain the refund and we ask that you arrange and pay for return postage.

You shall send back the goods without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation to us. The deadline is met if you send back the goods before the period of 14 days has expired.

We will make the refund as soon as possible, and will aim to do so no later than 14 days from the day you return any goods, or provide evidence of return. We will withhold the refund until we have received the returned goods or you have supplied evidence of having sent back the goods.

We will make the refund using the same means of payment that you used for the initial purchase unless you have expressly agreed otherwise. Therefore, your refund will either be credited to the original payment card or it may be sent by cheque if the original payment was made by that method (but only once the funds have cleared our bank account).

Items returned by post can take up to 10 working days to reach us once the parcel has been posted. When your refund has been processed it can take your card provider 3 to 5 working days to credit your account.

In order to avoid unnecessary delays in processing your refund, ensure you include a copy of the delivery note and carefully follow the instructions given below.

Charitable donations made with an order cannot be refunded.

Item(s) can also be returned in person.

### **Exchanges**

Goods must be returned in a fully re-saleable condition and any tags must be intact. If goods are faulty you can request a replacement. This does not affect your statutory rights.

### **Exceptions**

Unfortunately, we cannot accept any returns or exchanges of T-shirts as they are not standard stocked items. They are specially produced for each one-off order and they cannot easily be re-sold.

We also reserve the right to refuse an exchange or refund if goods are not returned in a saleable condition or are damaged.

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## Returns Procedure

Items can be returned to us via Royal Mail as follows:

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1. Repackage the goods into the original packaging.
2. Enclose a copy of the original delivery note within the parcel.
3. Address the parcel:

**Returns Team  
Colostomy Association  
Enterprise House  
95 London Street  
Reading  
Berkshire  
RG1 4QA**

4. Take the parcel to a Post Office and obtain a proof of posting.
  5. If the item is valuable, you may prefer to return the parcel by recorded delivery (at your own expense) so that it can be tracked and signed for on arrival.
  6. Retain your proof of posting until you have received your refund.
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If you have any questions, please call us on 0118 9391537.

**Colostomy Association  
Enterprise House  
95 London Street  
Reading  
Berkshire  
RG1 4QA**

**Tel: 01189391537**

**Email: [CASS@colostomyassociation.org.uk](mailto:CASS@colostomyassociation.org.uk)**

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