

DULWICH HAMLET SUPPORTERS' TRUST

V.1 01.09.16

1. OUR RETURNS POLICY

You have 14 calendar days to return items. This two week returns period starts from the day you receive your order.

2. FAULTY GOODS

Please return your item to us in a reasonable time after finding the fault. You can return the faulty item to us at the Mega-Container or making arrangements with us by emailing info@dhst.org.uk.

Please do not use any faulty items after finding the fault, or we may not be able to provide a refund.

We will endeavour to replace the goods within seven days, or if returned to the Mega-Container, we will replace them immediately.

If we are unable to replace the goods or provide you with a suitable alternative, we will offer you a refund (see refunds)

3. EXCHANGE OF GOODS

If you are not happy with the goods you have bought or an item of clothing is the wrong size, please get in touch with us.

We cannot exchange goods:

- after 14 days from the date of purchase.
- after an item has been worn.
- after an item has been taken out of it's original sealed packaging (this does not apply to clothing)

In the case of goods bought online, you will have to return it to our distributor at your own cost, we will not be able to refund the postage and any replacements sent out will be subjected to further postage charges.

4. REFUNDS

In the event of us refunding your faulty or unwanted purchases:

- We will refund your PayPal account within seven days from the date we received the goods back
- Any items bought from the Mega-Container will be refunded in cash if you originally paid by cash or by PayPal if you bought the items by credit/debit card. We cannot refund card payments in cash.