



We want you to be happy with your purchase. If there's a fault with your item and you would like a refund or an exchange, please let us know within **30 days of your purchase** (see exceptions below). You must provide a copy of your original receipt and price tag.

Exceptions to the 30-Day Policy:

- **Changed Your Mind:** You have **14 days** to return the item, provided it's in its original condition with tags attached and you can show proof of purchase.
- **Donated Goods:** Items cannot be returned unless there is a fault not disclosed by us at the time of purchase. Please note that donated goods may not be perfect but that does not mean they are faulty so please check your selected item to ensure you are happy before you make your purchase.
- **Damaged Post-Purchase:** We cannot accept returns for items that were damaged after purchase.
- **Clearance Items:** Items reduced to half price or less are non-returnable.
- **Food Items:** Food and perishable items are non-returnable for health and safety reasons.

Do you always offer a receipt?

It is our policy to issue a receipt for the goods you purchase. If you do not receive one, please ask. Please retain your receipt as proof of purchase.