

# Returns policy

- Our returns policy states an item can be returned for an exchange or refund within 14 days of purchase.
- The item must be returned in the same condition it left the store in with the original Helen & Douglas House price ticket attached (where applicable).
- The final decision is always made at the discretion of the Manager on duty.
- The original receipt or alternative proof of purchase must be shown at the point of return.

## Furniture

- Refunds or exchanges on furniture are given at the Manager's discretion. When purchasing furniture please make sure you measure correctly to ensure it fits in your property.
- If in the event we issue a refund on furniture due to it not being measured properly, there will be a recollection charge of £30.00.

## Electricals

- Our electrical items are all PAT tested and a basic product test is conducted.
- In the event there is a fault, within 3 months of purchase, we will offer an exchange or a full refund. The original receipt or alternative proof of purchase must be shown.

This does not affect your statutory rights.

Helen & Douglas House helps local families cope with the challenges of caring for a terminally ill child who will die prematurely.