

CANCELLATION, RETURNS and REFUNDS POLICY

We want you to be delighted every time you shop with us. Occasionally though, we know you may want to return or cancel your purchase and obtain a refund.

Please read this cancellation, returns and refunds policy as it governs the relationship between us when you make purchases by phone and online. By placing an order you are accepting these terms and conditions and are forming a legal contract with us.

Faulty and Incorrectly Delivered Goods.

Please inspect your delivery immediately and within 7 days of receipt please notify us by phone or in writing if the goods are damaged or do not comply with your original order.

Where a claim for defect or damage or incorrect goods is made please contact us at the address below or email retail@severnospice.org.uk

Hospice projects Ltd, Severn Hospice, Apley Caste, Telford TF1 6RH

Please return the goods immediately after contacting us and in their original packaging with the delivery paperwork. If after inspection we confirm the goods purchased are defective, you will be entitled to either a full refund (including delivery costs) or replacement of the goods. In the case of incorrect orders, at our sole discretion we will either re-deliver the correct order at our own cost or provide a refund of the price paid by you for those goods. We will issue any refund or replacement (subject to availability) due within 7 days of us receiving the goods back from you.

Your Right to Change your Mind

Under the United Kingdom's Distance Selling Regulations, you have the right to cancel the contract for the purchase of goods within 7 days of the date you receive your goods.

If you wish to receive a refund, please inform us in writing at the above address or email retail@severnospice.org.uk. The goods must be sent back to us at your cost using the original packaging and delivery paperwork. We can only accept the returns of products which are unused and in an "as new" condition. Where goods are found to be defective due to your fault you will be liable for the cost or remedying such damage. Where a refund is due, this will be done within 7 days of us receiving the goods back from you.

You cannot cancel the contract and request a refund for certain goods and services. These include but are not restricted to:

- CD's, DVD's or software if you've broken the seal on the wrapping
- Perishable items and other items that deteriorate rapidly
- Tailor made or personalised goods

- Underwear and earrings
- Some leisure and transport services
- Events tickets

If we cancel an event at any time, then you will be entitled to a full refund less any expenses already incurred by us at the time of cancellation.

Lottery refunds and cancellation policy

See separate lottery terms and conditions on our website

Limitation of Liability

Our total liability in contract, tort, breach of statutory duty, misrepresentation, restitution or otherwise in connection with the performance of this contract between you and us shall be limited to the price paid by you for any single order. For the avoidance of doubt, we shall not be liable for any compensation payments, liquidated damages, loss of profit, loss of business, depletion of goodwill or otherwise, in each case whether direct, indirect or consequential or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with this contract except for claims arising from death or personal injury where we have been proven negligent.