



# community enterprises

**Together We Can, Together We Do.**

## **Community Hub Refunds, Exchanges & Returns Policy.**

Our customers are important to us, and we will endeavour to ensure you are happy with your purchase.

**Your Legal Rights:** When you buy goods from a business, in law you have several rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty, mis-described or unfit for purpose.

### **Our Policy:**

**If you are unhappy with your purchase because the goods are faulty or unfit for purpose, we will replace or refund the item in full.**

In addition to your legal rights, we also allow you to exchange goods if you simply change your mind. Please **return the unused goods to us with the original till receipt within 14 days of purchase, and we will offer you an exchange.** Items must be in their original packaging and in perfect, unused condition.

**Please note we do not offer refunds or credit notes.** If you require a refund or credit note for an item which is not faulty or unfit for purpose, you will need to contact the Crafter responsible for the goods. We will be pleased to provide contact details.

**Bespoke orders and commissions are final sales and cannot be exchanged or refunded.** If you require a refund on these items, will ask you to contact the seller directly to discuss options.

Hand-made articles displayed for sale in the Community Hub by local Crafters are goods owned by the individual crafts person and sold on their behalf by Community Enterprises PL12 and the Community Hub, acting as their agents. We do not assume responsibility for the quality or otherwise of any item on display here.