

**Policy – Refunds & Returns**

Last Review Date –February 2019

**Policy Preamble**

This Policy covers the procedure for staff to use when accepting returns and issuing refunds.

**Union Policy**

*Staff within the scope of this Policy*

All members of Union staff are included in this policy and are required to comply with the policy directives and guidelines.

Policy

Retail Sales (excluding Event Tickets, Event Drink Tokens and Travel Shop Services & Trips)

The Union will do everything it can to ensure that the goods it sells are perfect every time. If this is not the case, then it will do everything it can to make it right.

In addition to a customer’s legal rights, the Union will replace or refund an item that is not as described or discovered faulty (for perishable goods this is within their use-by-date) if returned within 100 days of purchase.

If a customer changes their mind about a purchase, the Union will offer a full refund or exchange within 14 days, providing the item(s) is returned unused, with proof of purchase and in its original packaging.

Proof of purchase is defined as:

1. Valid till receipt detailing the item, transaction, cost and day of purchase
2. Bank. Building society or credit card statement

Event Ticket Sales

The Union will refund the purchase price of an event ticket that has been purchased from the Union or through one of its agents, for an event that is subsequently cancelled, rescheduled or has a change of location.

Event Drink Token Sales

The Union may offer drink tokens at its events to replace cash transactions at the bar.

In these instances, the terms and conditions of sale shall be clearly displayed at the point of purchase.

All unused drink tokens purchased for events are non-refundable unless advertised.

Travel Shop Services

The Union will refund the purchase price of any Union organised day or weekend trip ticket that has been purchased for a trip that is subsequently cancelled, rescheduled or has a change of location.

Refunds or returns for any other service sold by the Travel Shop are strictly only made in line, and if available, with the service agents own refund and return policy and may incur an administration charge.

The Union Policy on cancellation charges for its organised own trips and tours is as follows:

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| --- | --- |
| Cancellation Before Departure Date | Cancellation Fee |
| 90 days  | Loss of deposit |
| 60 days | 50% loss of the cost |
| 30 days  | 70% loss of the cost |
| 10 days  | 100% of the cost |

Nursery Services

The Nursery shall have its own refund policy in line with the current Union/Parent Childcare Contract.

Communicating this Policy

At each retail outlet, including online, the Union shall have the following displayed:

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| --- |
| **Refunds and Returns** When you buy goods from us, 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 or misdescribed.In addition to your legal rights, we will replace or refund an item that is not as described or discovered faulty (for perishable goods this is within their use-by-date) if returned within 100 days of purchase.If you change your mind about a purchase, we will offer a full refund or exchange within 14 days, providing the item(s) is returned unused, with proof of purchase and in its original packaging (This does not apply to event ticket sales, event drinks tokens, day/weekend trips and all other Travel Shop services)More information on our Refunds and Returns Policy can be found on our website |