

Online shop – refunds and returns policy

Returns and exchange

If after receiving your purchase(s) you decide that you are unhappy or no longer want your item(s), please let us know within 30 days. We will only accept returned item(s) if sent back to us in their original condition. If you wish to exchange your product(s) you can select different product(s) to the same amount or we can refund the difference.

Returning an item

If you wish to exchange a product or product size please note that the costs to return the item are non-refundable. If you simply change your mind and decide you no longer want your purchase; costs to return the item are non-refundable.

If item(s) are damaged, faulty or there was an error upon dispatching we will refund the cost of posting by providing our freepost address.

What to do next

Email shop@thebraintumourcharity.org and state whether you wish to exchange or refund your item in as much detail as possible. If you wish to exchange your item(s) please specify the item(s) you wish to receive in return. If returning damaged or faulty goods we will provide you with our freepost address. Alternatively you can also call 01252 749043 and let us know.

We reserve the right to refuse item(s) that have been laundered, worn or returned damaged by a third party.

We are unable to accept returns on the following items:

- Laundered or soiled items of clothing
- Hats, headpieces unless in original sealed packaging

We are unable to exchange:

- Gift food
- Personalised Goods
- Items with old branding
- Out of date calendars or periodicals

Out of stock items

We will endeavour to list items that are out of stock on our website. However occasionally this may not be possible. If you order an item that is no longer available we will notify you via email or telephone (if number provided).

If we cannot contact you, we will send you the closest match alternative. If you receive an alternative and are not happy please contact us at shop@thebraintumourcharity.org or call

01252 749043. We will ask you to return the item to us using our freepost address and then refund you. Please notify us within 30 days otherwise we are unable to provide a refund.

Product descriptions

All product descriptions and images provided are intended as guidance only. It is possible that products may vary slightly in colour, size and description. We endeavour to correctly price all products listed on our website. It is possible that errors in price description may occur. If the correct product price is higher than listed we hold the right to contact you before dispatching. If you are unhappy to pay the difference we will refund you the amount paid.

Delivery

We aim to deliver your items within 7-10 days of order placement. During busy periods it may take longer to process your order. If you require your items to be delivered sooner then please contact us and we will endeavour to arrange this. Additional postage may apply. Payment is accepted via credit or debit card for quick postal methods.

During the busy Christmas period we recommend you order your items early to avoid disappointment. Please note that we are unable to replace any non-delivered items until 7 days after your order was dispatched. During the busy Christmas period this may be longer depending on the current estimated delivery time.

We are only able to refund or replace undelivered items if you notify us within 30 days of order placement. If you are concerned or have any queries over delivery of your item please email shop@thebraintumourcharity.org or call 01252 749043.

International delivery

If you wish for your items to be delivered internationally please contact us for an estimated delivery cost. Email shop@thebraintumourcharity.org or call 01252 749043.

If your order has already been placed we will contact you via email or telephone (if number provided). If we cannot contact you we will be unable to dispatch your item.

Please note we are unable to dispatch your item unless the extra postage cost for international delivery is paid. Payment can be made in the form of credit or debit card. We are unable to dispatch your item until this payment is received. We advise recorded delivery for international shipment. We cannot accept responsibility or refund any items that go missing when using the unrecorded delivery method.