



POLICY INFORMATION (Policy no IG003)	
Subject	Refund Policy <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All Retail staff and Volunteers of Nottinghamshire Hospice
Target Audience	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
Date issued	30 April 2024
Next review date	30 April 2025
Lead responsible for Policy	Director of Income Generation
Policy written/reviewed by	Retail Operations Manager
Notified to (when)	Strategy and Corporate Governance Committee (30 April 2024)
Authorised by (when)	Strategy and Corporate Governance Committee (30 April 2024)
CQC Standard if applicable	
Links to other Hospice Policies	
Links to external policies	
Summary	This Policy provides guidance on the process to follow for refunds.
This policy replaces	N/A

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Retail Operations Manager	Feb 2024	
Policy reviewed by Director of Income Generation	Feb 2024	
Policy notified to Strategy and Corporate Governance Committee	30 Apr 2024	
Policy ratified by Strategy and Corporate Governance Committee	30 Apr 2024	30 Apr 2027
Updated control sheet and published on website	May 2024	

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<p>1.</p>	<p>Introduction</p> <p>Nottinghamshire Hospice Retail shops work to raise funds to enable Care and Support to be delivered to people who have been told that their illness cannot be cured, helping them to live as actively and well as possible.</p>
<p>2.</p>	<p>Policy Aims</p> <p>This Policy aims to:</p> <ul style="list-style-type: none"> • Provide guidance on refunds for items purchased from Nottinghamshire Hospice Retail Shops. • Ensure that the Retail Shops are operating within Financial Instructions.
<p>3.</p>	<p>Responsibilities</p> <p>Community Shop Managers/Assistant Community Shop Managers</p> <p>To ensure that refunds are carried out in line with this Policy.</p> <p>Staff and Volunteers</p> <p>To act in line with the policy.</p>
<p>4.</p>	<p>Customer Refunds</p> <p>In addition to Customers legal rights, Nottinghamshire Hospice are happy to exchange or refund most items within 30 days of the purchase date at any Nottinghamshire shop, regardless of which shop the goods were purchased from.</p> <p>A Customer Poster will be displayed in all Retail Shops advising Customers of the Hospice Refund Policy (Appendix 1).</p> <p>Change of Mind</p> <p>Customers can return the item purchased with the original receipt/proof of purchase, in the same condition as when it was purchased, with the Nottinghamshire Hospice price ticket attached (if applicable).</p>

	<p>Faulty Items</p> <p>If a Customer discovers they have a faulty item, it can be returned with the receipt/proof of purchase. This does not affect their statutory rights.</p>
<p>5.</p>	<p>Items that Cannot be Returned</p> <p>Retail shops cannot give refunds or exchanges for sale items clearly marked as reduced.</p> <p>Refunds or exchanges cannot be made on the following items</p> <ul style="list-style-type: none"> • face coverings • beauty and cosmetics • underwear, swimwear • earrings • pierced jewellery • single use carrier bags. • lottery tickets <p>These items can only be returned if they are faulty or not as described in accordance with the Customer’s statutory rights.</p>
<p>6.</p>	<p>Refund Payment Methods</p> <p>All payments can only be refunded via the original payment method. A card purchase must be refunded onto the original payment card. If the original payment card is not available, an exchange can be offered.</p>
<p>7.</p>	<p>Equality Impact Assessment (EIA)</p> <p>EIA completed.</p>

Retail Shop Poster on Refunds

Refunds Policy

In addition to your legal rights, we are happy to exchange or refund most* items within 30 days of the purchase date at any Nottinghamshire Hospice shop, regardless of which shop the goods were purchased from.

Change of Mind

If you change your mind, please return the item with the original receipt/proof of purchase, in the same condition as when it was purchased, with the Nottinghamshire price ticket attached if applicable.

Faulty Items

If you discover you have a faulty item, please return it with your receipt/proof of purchase. This does not affect your statutory rights.

***Items that cannot be returned**

We are unable to give refunds or exchanges for sale items clearly marked as reduced.

We are unable to give refunds or exchanges on the following items: face coverings, beauty and cosmetics, underwear, swimwear, earrings, pierced jewellery, single use carrier bags and lottery tickets.

These items can only be returned if they are faulty or not as described in accordance with your statutory rights.

Refund Payment Methods

All payments can only be refunded via the original payment method. A card purchase must be refunded onto the original payment card. If the original payment card is not available, an exchange can be offered.