

River Stour Trust Returns Policy

We want you to be pleased every time you shop with us. Occasionally though, we know you may want to return items, so below is our returns policy.

Our 30-day Returns Guarantee

Our 'no quibble' guarantee means that, if for any reason you are unhappy with your purchase, you can return it to us in its original condition, unopened (with any seals and shrink wrap intact), within 30 days, and we will issue a full refund for the price you paid for the item.

Defective Items

You have the right to return an item within a reasonable period of time. If you are returning an item because of an error on our part or, in accordance with our returns policy, because it is damaged or defective, we will either exchange the item concerned and resend to you at our expense, or (if you wish), we will refund the cost of the product and delivery charges incurred in sending the item to you and pay your costs of returning it to us. We will refund the cost of the item and the cost of sending the item to you as follows:

- Where you return an item that was part of a larger order, we will refund the difference in the delivery cost you would have paid had that item not been ordered.
- Where you return an entire order, we will refund the delivery charges you paid.

In the event we find no fault, we reserve the right to re-charge you for the item(s) and to recover our fees and expenses from you.

Items returned within the seven-day cooling-off period

By law, customers located in the European Union also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. Where you are withdrawing from your purchase within the seven-day cooling-off period, and there has been no error on our part, we will refund the cost of the item and the cost of sending the item to you as follows:

- Where you return an item that was part of a larger order, we will refund the difference in the delivery cost you would have paid had that item not been ordered.
- Where you are returning an entire order, we will refund the delivery charge that you paid.
- We will refund on standard (Airmail) postage charges for items delivered within the European Union outside the UK.

We will not refund your costs in returning the item to us unless you return the item to us because of an error on our part or because it is defective.

Items returned under the 30-day returns guarantee

Where you are withdrawing from your purchase between seven and thirty days after delivery and there has been no error on our part, we will refund only the cost of the item. We will not refund the cost of delivery.

To return an item

To return an item, please complete the form overleaf, wrap the package securely, preferably in the original packaging in which it was sent to you. In the case of a defective product, or other error on our part, please provide a full description of the fault. Please remember to enclose the form with the products.

This returns policy does not affect your statutory rights.



Registered Office: The Granary • Quay Lane • Sudbury • Suffolk • CO10 2AN

Administrative Office: Visitor Education Centre (VEC) • Dove House Meadow • Great Cornard • Sudbury • Suffolk • CO10 0GF

Tel: 01787 313199 | Tel/Fax: 01787 313100 | www.riverstourtrust.org

Cancelling an item

Under the United Kingdom’s Distance Selling Regulations, you have the right to cancel the contract for the purchase of any item beginning with the day after the day on which the item is delivered. This applies to all our products.

To cancel this contract, please pack the relevant item securely along with the completed form below, and send it to us so that we receive it within seven working days after the day that the item was delivered to you. For your protection we recommend that you use a recorded delivery service. Please note that you will be responsible for the costs of returning the goods to us unless we delivered the item to you in error or the item is faulty.

The address to send any item back to us is:

River Stour Trust, VEC, Dove House Meadow, Great Cornard, Sudbury, Suffolk CO10 0GF

(Please do not use any other address or variation – postage must be paid on all goods returned.)

RETURNS FORM

Customer Details

Name _____

Address _____

Telephone number _____ Email address _____

Date product was delivered to you _____ Date of return _____

Returned Product Details

Product	Quantity

Reason(s) for return

Is a refund required?

Refund Replacement

07.01.14