

# Loughborough University Returns and Refunds Policy

This policy does not apply to goods and services purchased on an Agresso code

If you wish to cancel your order and get a refund you need to contact the department/section where you ordered the item or service.

Their details will be listed on an email you will have received after purchase which will have their contact email and/or telephone number. You will need to be aware of the returns/refund policy outlined below.

## RETURNS POLICY

You can return your purchase to us, in its original condition within 30 days of the date you received the item, with any seals and shrink-wrap intact. **Please return the item to the department from which you ordered it.** Clothing must have labels attached and we will issue a full refund for the price you paid for the item (see our Refunds Policy).

**Refunds will only be made to the debit/credit card used for the original transaction.**

### Our 30 day returns guarantee

Our 30 day returns guarantee means that if for any reason you are unhappy with your purchase, you can return it to us in its original condition within 30 days of the date you received your item, unopened (with any seals and shrink wrap intact, clothing must have labels attached) and we will issue a full refund for the price you paid for them. We can only accept the return of opened items if they are faulty. Please note we reserve the right to send back items to you that you have returned to us after 30 days unless they are faulty.

In the event of Loughborough University sending you a replacement for a damaged, defective, or wrong item, you must return the item to Loughborough University within 30 days. We reserve the right to charge the price of the replacement item to the payment card used for the original order if you do not return the original item to us within 30 days of the date on which Loughborough confirmed it.

## REFUNDS POLICY

### PRODUCT CATALOGUE

#### Items returned because they are damaged, defective, or incorrect

If you are returning an item because of an error on our part, in accordance with our returns policy, because it is damaged or defective, we will refund the delivery charges incurred in sending the item to you and pay your costs of returning the item to us (by refunding your postage cost). Loughborough University will check all items returned as damaged or defective. In the event we find no fault, we reserve the right to recharge you for the item/s and to recover our fees and expenses from you.

#### Items returned within the 7-day cooling off period

By law, customers located in the United Kingdom 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. This does not affect your Statutory Rights.

Software items are not bound by a cooling off period if they have been opened and installed. To receive a refund under this period items must be returned with original packaging still in tack and unopened.

Where you are withdrawing from your purchase within the 7-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:

1. Where you are returning an item that was part of a larger order, we'll refund the per-item charge for delivery that you incurred.
2. Where you are returning an entire order, we'll refund applicable per item delivery charges and the per-delivery charge that you incurred.
3. We will refund only standard (Airmail) postage charges for items delivered outside the UK.

**Items returned between 7-day or 30-day returns guarantee**

Where you are withdrawing from your purchase between 7 and 30 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 or other services provided to you in connection with your purchase.

Once a refund has been processed it will take several days to appear on your card statement. Refunds will only be made to the card used for the original transaction. If you have not received it after a couple of weeks, then please let us know.

Refunds may also be subject to additional Terms and Conditions. Where applicable, details will be supplied within the product listing and/or purchase confirmation email.