



MERCHANDISE REFUNDS AND RETURNS POLICY

This policy only applies to clothing and merchandise purchased from York St John Students' Union.

If you have a genuine reason for wishing to return merchandise or clothing, please either visit the Students' Union Information Point with your item and proof of purchase, or contact the Union at su@yorksj.ac.uk or 01904 629 816, and explain the reasons for wishing to return the product.

Products may be returned within 28 calendar days of purchase. Your item must be unworn and returned in the original packaging (if applicable). If you return the item by post, you must pay for the cost of return, sending the item by recorded delivery to *Merchandise Return, c/o Info Point, York St John Students' Union, York St John University, Lord Mayor's Walk, YORK YO31 7EX*. Please include a copy of your receipt as proof of purchase.

We will not accept refunds in the following cases:

- If you purchased a personalised item (such as a hoodie with a club, society, and/or name printed on it);
- If the garment has been worn (unless there is a demonstratable quality issue, such as the loss of printed images/text);
- If the item has been deliberately damaged;
- If the item has incorrect personalisation details (the Union retains your personalisation requests and the liability for correct spelling etc. is yours). If the error is on the part of the Union, we will replace the item at no extra cost;
- If the garment does not fit (you may swap the garment for a different size of the same product and colour within the 28-day window);
- If the garment is the wrong colour (you may swap the garment for a different colour of the same product and size within the 28-day window); or,
- The item is unwanted (except where the item is undamaged, unworn, and in original packaging).

All refunds will be issued by the Union. In the event of an item being returned to be exchanged due to quality issues and we are unable to immediately replace the item, we will take the matter up with our supplier and advise you of the outcome.

Please note: This policy does not apply to our designated sportswear clothing provider, please see the supplier's terms and conditions for the appropriate guidance on refunds and returns.