

## **Returns products policy**

### **1. Introduction**

**1.1 We understand that from time to time you may wish to return a product to us.**

**1.2 We have created this policy to enable you to return products to us in appropriate circumstances.**

**1.3 This policy shall apply to all of our customers, irrespective of their geographical location.**

**1.4 This policy shall apply to all orders submitted through our website.**

**1.5 This document does not affect any statutory rights you may have as a consumer (such as rights under the Sale of Goods Act 1979 or the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013).**

### **2. Returns**

**2.1 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:**

**(a) we receive the returned product within 30 days following the date of dispatch of the product to you;**

**(b) the returned product is unused, in its original unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new;**

**(c) the product can be returned if the cost exceeds £10.00;**

**(d) you comply with the procedure set out in this policy in relation to the return of the product; and**

**(e) none of the exclusions set out in this policy apply.**

### **3. Returns procedure**

**3.1 In order to take advantage of your rights under this policy, you must contact us to obtain a return authorisation number, and then send the product to us with a covering note quoting that number.**

**3.2 Products returned under this policy must be sent by delivery service provider to the address listed on the package.**

**3.3 You will be responsible for paying postage costs associated with returns under this policy. / We will pay the costs associated with the return of products in accordance with this policy..**

**4.**

**Exclusions (Not applicable)**

**5.**

**No returns**

**5.1 No return of products: wrong products purchased by the customer**

**5.2 No products returns for £10.00 or less. These products are passed on as a form of thanks for the grand to the UAWF.**

**5.3 No money can be returned.**

**6. Refunds**

**6.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy.**

**6.2 We will not refund to you the original delivery charges relating to the returned product.**

**6.3 We will refund to you your reasonable postage costs incurred returning the product to us. / We will not refund to you any others costs you incur in returning the product to us.**

**6.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.**

**6.5 We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.**

**7. Improper returns**

**7.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:**

**(a) we will not refund the purchase price or exchange the product;**

**(b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and**

**(c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy**

or otherwise dispose of the returned product in our sole discretion without any liability to you.

## **8. Our details**

**8.1 This website is owned and operated by Under Angels Wings Foundation.**

**8.2 Our principal place of business is at 42 Northmead Rd., SL2 1TR Slough, UK.**

**8.3 You can contact us by writing to the business address given above, by using our website contact form, by email to [uawfoundation@yahoo.com](mailto:uawfoundation@yahoo.com)**

## **Drafting notes for returns policy**

**We created this returns policy precedent for ecommerce websites selling products to businesses, consumers or a mixture of the two groups.**

**The policy sets out the circumstances in which products may be returned, and details the procedure that must be followed when returning a product. It also explains how refunds will be given, and what happens if a product return does not follow the required procedure.**

**The law provides that sellers must allow customers to return products in certain circumstances. The statutory return rights available to consumers (rather than business customers) include a general right to return products purchased under contracts that have been entered into at a distance. In the usual case, that right is available until the end of the period of 14 days following the delivery of the products. Similarly, customers may have a legal right to return faulty or mis-described products.**

**Those kinds of mandatory return rights are provided for in our terms and conditions of sale template. This returns policy template, on the other hand, can be used to offer customers supplemental (i.e. extra-statutory) rights of return.**

**This policy, together with one of our terms and conditions of sale documents, is included in each of our online shop packs.**

### **Returns policy body**

#### **Section 1 - Introduction**

##### ***Section 1.3***

**Do you wish to specify which customer locations this document applies to?**

**Which categories of customer benefit from the rights set out in this document?**

##### ***Section 1.4***

**Do you wish to specify which types of order the document applies to?**

**To which orders does the document apply?**

***Section 1.5***

**Will this document apply to any contracts with consumers (B2C transactions)?**

**Section 2 - Returns**

***Section 2.1***

**(a) - What is the length of the period during which returns are permitted (in days)? When does the returns period begin to run?**

**(b) - What condition must returned products be in?**

**Section 3 - Returns procedure**

***Section 3.1***

**Describe the procedure that must be followed when returning a product.**

***Section 3.2***

**What postage/delivery method should be used for returns under this document? To what address should products be returned?**

***Section 3.3***

**Who will be responsible for paying the costs associated with the return of a product (typically, postage costs)?**

**Section 4 - Exclusions**

***Section 4.1***

**Which categories of products should be specifically excluded from the right of return?**

**(a) - In respect of products that are liable to deteriorate, what period applies?**

**(j) - Specify other categories of products.**

**Section 5 - Refunds**

***Section 5.2***

**Will original delivery charges be excluded from the refund?**

***Section 5.3***

**Will or may a customer incur any costs when returning a product?**

**Will the operator refund return postage costs?**

## **Section 7 - Our details**

### ***Section 7.1***

**What is the name of the company, partnership, individual or other legal person or entity that owns and operates the website?**

### ***Section 7.2***

**Where is the website operator's head office or principal place of business?**

### ***Section 7.3***

**What is the website operator's contact email address? What is the website operator's contact telephone number?**