

# THE CONRAN SHOP

## RETURNS POLICY FOR CONSUMERS

If you are not completely satisfied with items purchased, you can return them to us within 28 days (or 14 days for reduced price items, including sale items) of delivery (if you ordered online) or purchase (if you have ordered in store) for a full refund or exchange.

This does not affect your statutory rights, or, in respect of products purchased online or via the telephone, your legal right to change your mind. Our returns policy is in addition to your legal rights.

Please refer to our Terms & Conditions for further information.

## HOW DO I MAKE A RETURN?

To return items purchased in-store, please return them to us in person or, if you placed an order in-store and the items were delivered, you may send them back to us in accordance with the instructions below for online orders. You must provide your receipt as proof of purchase otherwise we will not be able to process your return.

To return items purchased online or via the telephone, please complete a Returns & Exchanges Form (on the reverse of your delivery note), package your items carefully, attach the returns label and send them to us at the following address: The Conran Shop, Ecommerce Returns, Unit 3 Flatten Way, Syston, LE7 1GU.

If you wish to return any items, we must receive them in an unused condition and in the original packaging (including all labels and tags intact) within 28 days of delivery (if you ordered online) or purchase (if you have ordered in store), along with the returns paperwork provided. If your return does not include the required paperwork, we will not be able to track and process it.

We recommend that you obtain proof of posting for your records, and if the goods are of high value, you may wish to consider taking out insurance to protect the products whilst in transit as it or they are your responsibility until we receive them.

Once received, we will process your refund within 14 days or, if you return a product in-store, your refund or exchange will be processed immediately but you should allow 10 days for any refund to come through. Refunds will be made to your original payment method unless otherwise agreed. The timing to process an exchange may vary depending on the item being exchanged.

Please note that items ordered online cannot be returned to our stores.

For more information, please refer to our Terms & Conditions.

## PRODUCTS THAT ARE TOO LARGE OR UNSUITABLE FOR POSTING

If your items were delivered through our two-person delivery service, or are otherwise too large or unsuitable to return by post, please contact us by calling 0344 848 4000 or emailing [customerservices@theconranshop.com](mailto:customerservices@theconranshop.com) to arrange a courier collection. Unless the products are faulty or misdescribed, you will be responsible for the cost of the collection.

## PRODUCTS THAT CANNOT BE RETURNED

Unfortunately, the following products can only be returned if they are faulty or misdescribed:

- 1.1.1 special orders placed with us;
- 1.1.2 bespoke or made-to-measure items (including, without limitation, bespoke furniture or lighting);
- 1.1.3 ex-display items;
- 1.1.4 vintage items;
- 1.1.5 flat-packed items that have been assembled;

- 1.1.6 items that are made to order or personalised;
  - 1.1.7 gift cards;
  - 1.1.8 digital products after you have started to download or stream these;
  - 1.1.9 products sealed for health protection or hygiene purposes, once these have been unsealed after you receive them (this includes toiletries once they have been opened);
  - 1.1.10 personal items such as earrings, underwear and swimwear;
  - 1.1.11 perishable items;
  - 1.1.12 sealed audio or sealed video recordings or sealed computer software, once these products are unsealed after you receive them; and
  - 1.1.13 any products which become mixed inseparably with other items after their delivery.
- This does not affect your legal rights. Please see our Terms & Conditions for further information.
- You should also note that reduced price items (including sale items) can only be exchanged or refunded within
- 14 days of delivery (if you ordered online) or purchase (if you ordered in store), not 28 days.

#### **FAULTY OR MISDESCRIBED PRODUCTS**

If the products you have bought from us are faulty or misdescribed you may have a legal right to end the contract (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back). We would ask that you give us an opportunity to repair the faulty product first.

If you wish to exercise your legal right to reject products you must return them to us, as explained above.

Please note that in respect of large or heavy items, such as sofas, we will send a representative to inspect the item first before we will be able to process the return. If you do not allow the product to be inspected, we will not be able to process the return.

#### **COSTS OF RETURN**

We will pay the reasonable costs of return if the products are faulty or misdescribed (if the cost of return is likely to be higher than our standard delivery charge and/or is likely to exceed the value of the product, We would ask that you contact us to discuss before returning). In all other circumstances (unless we have provided you with a free returns label) you must pay the costs of return. If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to Us of collection.