



Retail Refund and Return Policy

This policy is to ensure that you are satisfied with your online and instore purchase from Midlands Simon Community. It is our aim to keep the process of returns and refunds as simple as possible and to ensure that these terms do not affect your statutory rights. We will try to attend to all returns and refund requests as soon as practically possible.

With regards to instore purchases, Midlands Simon Community will provide a full refund or exchange as appropriate, for purchases that are damaged or with defects. Please return the item within seven days to the shop where the item was purchased with proof of purchase / receipt.

With regards to online purchases, Midlands Simon do not offer free returns, we ask that you cover the cost of returning any items – this is to make certain that the proceeds of our sales goes towards supporting those experiencing or at risk of homelessness.

If your item arrives damaged or with defects, or is not what you have ordered, we will provide a full refund as appropriate. Please return the item to us within 14 days, having taken reasonable care of it and in an unused state complete with packaging and all components.

Refunds will be processed back to the same payment method that was used for the original order / purchase within 30 days or earlier once we have inspected the returned item and are satisfied that it has been returned to us in the condition it was in when delivered to you.