



## Showcase Boutique Additional Terms & Conditions

Please note that by purchasing our products or services in person or online you are acknowledging that you have read, understood and agree to our terms and conditions which can be found [here](#) or on our website ShowcaseCo.uk where you can download, and or print to store our policies.

In addition to our standard terms and conditions we have outlined some policies that may be of use to you for further reference purposes. This policy is offered in addition to your legal rights

### **Refund Policy**

**Your legal rights:** When you buy goods from a business, in law you have a number of rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or mis-described.

Under the Consumer Rights Act 2015, you may be entitled to a refund, or replacement where goods are faulty or not as described. In addition to your legal rights, we also allow you to return goods if you simply change your mind. Please return the unused goods to us with the original till receipt within 14 days and we will offer you an exchange or a credit note

We may offer you a refund providing the below items are adhered to:

- You have not damaged your order.
- The item/s are in a resalable condition ie, item is not worn, stained or marked with original packaging and tags.
- You have proof of purchase
- You return the item/s within 14 days from the date of your purchase.
- You have the payment details used to pay for your order.
- Your item is not included in our non returnable items list (see below)

#### Non-returnable items list

- Fragrances, Oils, Lotions / Body Care Products that have had original packaging opened
- Custom made - personalised items
- Hosiery (tights/socks) once original packaging has been opened
- Any item regarded as personal (underwear/control wear etc)
- Gift vouchers

We also cannot refund or exchange any items damaged via a third party ie: a delivery driver/courier company.

We cannot offer a refund without proof of purchase i.e: original proof of purchase receipt



To return and to be granted a refund please ensure the below steps are followed, failure to comply with the below may result in your refund being declined.

- Please repackage in original packaging.
- Please retain proof of postage to ensure your package arrives.
- We are not obliged to reimburse postage costs.
- Alternatively return to us in store directly and in person.
- Return within 14 days of original purchase date

***Online / Distance Selling***

All online sellers of goods and services must provide a link to the [European Online Dispute Resolution platform](#) on their website and an email address for consumers to use to contact them please see the link attached for the Dispute Resolution platform - should you need to contact us about an online dispute please contact us via email on [info@showcaseco.uk](mailto:info@showcaseco.uk)

You can also see our contact details on our website.