

SOFA Project is a Reused & Recycled goods Charity & Social Enterprise.

REFUND POLICY- FAULTY GOODS

All goods sold at SOFA Project are good quality, second hand items which should be fit for purpose, and of a satisfactory quality. Although, as the goods we sell are not usually of a brand-new condition, some items will have an acceptable level of wear and tear.

However, if the goods you have bought are found to be faulty when you get them home:

- **Within 30 days:** If the item you purchase becomes faulty within 30 days, you are entitled to a full refund, if you would not like a repair or a replacement from us.
- **After 30 days:** If you notify us that the item has become faulty after this period has ended, but it is still **within 6 months** from the date of purchase you are entitled to a repair, replacement or refund of the total amount you paid. Certain conditions apply for a full refund to be made. Refunds will be made by the same means as the customer has paid for the good.
- If the repair does not resolve the issue, and you would not like a refund, you are entitled to a further repair. However, if after that the item cannot be fixed the only option left is to partially refund the cost of the item for you.
- **After 6 months:** You, the customer, bear the responsibility to prove that the good was faulty at the time it was purchased to be entitled to a repair, replacement or partial refund. Deductions may be made to the value for use of the item, but only after the six-month period has ended.

For our full details of terms & conditions, please speak to a member of staff

