

SOFA Project Terms and Conditions

Refund & Returns Policy

SOFA Project
48-54 West Street
Bristol
BS2 0BL

Tel: 0117 954 7800
info@sofaproject.org.uk

SOFA Project
19-21 Gloucester Road
Bristol
BS7 8AA

Tel: 07970 057289
gloucesterroad@sofaproject.org.uk

*SOFA Project is an incorporated charity registered in England and Wales. Charity Number: 287088
Registered Company 1697726
Registered Office: 48-54 West Street, Bristol, BS2 0BL*

Products bought from our retail stores

At SOFA Project, we want you to be happy with the goods you buy. That's why the products we sell are good quality second-hand items, which are fit for purpose. However, as the things we sell are not usually of a brand-new condition, some items will have an acceptable level of wear and tear.

Unwanted goods

- **If you change your mind**, but the item has **not left the store**, but you change your mind before it goes out for delivery, or before you come to collect it, we are happy to offer you a **refund** via the payment method stated on your Sales Receipt.
- Alternatively, **if when you get the item home** you change your mind we are happy to offer you a **credit note**, provided that the product is returned to us within **30 days**, in a **resalable condition**. Credit notes are valid for 3 months from their date of issue.

Unfortunately, we are unable to collect unwanted items, and these must be returned to store.

Unwanted items must be returned to the store in which you bought them from.

SOFA Project has the right to refuse a refund of an unwanted item if it is not returned to us in a resalable condition. This does not affect your statutory rights.

Faulty goods

When you purchase your item(s), you agree that you accept the condition of the good(s) you are intending to purchase. If for any reason this is not the case when the item is delivered, or after you get the item home you notice something is wrong, there are a variety of steps you can take.

All goods sold at SOFA Project should be fit for purpose, and of a satisfactory quality. However, if the goods you have bought are 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, will have 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.

If an item that you purchase becomes faulty you must contact us immediately.

All electrical items can be booked in for a service call via our office, to determine any problems with your appliance.

- a) Telephone: 0117 954 7800
- b) Email: info@sofaproject.org.uk

It is your responsibility as a customer to notify SOFA Project as soon as you believe an item has become faulty for us to repair, replace or refund you as swiftly as possible.

All refunds will be issued using the payment method stated on your Sales Receipt.

How to return a faulty item

We can collect all faulty goods, and this can be arranged through our West Street office:

- a) Telephone: 0117 954 7800
- b) Email: info@sofaproject.org.uk

However, if your item is a small piece of furniture, it is often easier & quicker for you to bring it in store. This would be the easiest and quickest way of you receiving a repair, replacement or refund.

We collect Monday to Friday between 9.00am and 3.30pm each day. Please see our **area roster** to determine which day we will be in your area.

If you are unable to be at home for collections during these hours you can bring the item into one of our stores. This may be the quickest way to obtain a repair, replacement or refund.

A refund will only be issued to the person who originally bought the item & will be made using the method originally paid. Refunds are not allowed to be given to anyone other than the original customer, unless in exceptional circumstances.

Credit Notes

Credit notes are valid for **3 months** from their date of issue. They can be used at **any** SOFA Project store.

Guarantees

SOFA Project provides a **6 month guarantee** on any electrical appliance bought in our stores

- If the item becomes faulty **within 30 days** of you purchasing it, a full refund/ repair or replacement will be issued.
- If it is **after the 30-day window**, but within six months from the date of purchase SOFA Project will repair, replace or partially refund the item for you.
- Customers of the **BCC LC& PF scheme** are given a 12 month guarantee on any electrical appliance provided to them.

Deliveries

At SOFA we are happy to deliver to your property. Our deliveries occur any time between 9.00am and 3.30pm. Our drivers will contact you 30 minutes before they are due to arrive at your property.

When arranging the delivery of your item(s) you must agree that you will be **available between these times**.

Failed Delivery attempts

When arranging a delivery, it is your responsibility as the customer to provide us with the correct contact number, and delivery address.

If our driver cannot gain access to your property, or if you are not in when they arrive your item(s) will be taken back to our warehouse and held there for **two weeks** while you arrange a re-delivery.

If we cannot get in touch with you, or if you do not contact us to arrange a re-delivery within this period the items will be returned to one of our retail stores. You will be issued a credit note minus the delivery charge.

If you arrange a re-delivery, and are not available again the goods will be returned to the retail store and a **credit note** will be issued minus the **delivery charge**, and a **£10 handling charge**.

Item too big to deliver?

Prior to delivery it is your responsibility as a customer to check the dimensions of the item and to make sure there is enough space for it to be taken into the property. Measuring equipment is available at every till point at SOFA Project.

For example, if you've ordered a sofa, you must ensure that it will fit through the doorway of your property, up any staircases, and have sufficient room to be turned and placed into your chosen area prior to our drivers arriving at your property.

If the item **does not fit** it will be returned to SOFA Project for resale and a **credit note** will be issued to you for the amount you paid, minus the delivery charge. Credit notes are valid for 3 months from their date of issue and can be used on any other item in store.

Collecting items from our stores:

If you have purchased an item, but don't wish to use our delivery service as you have another means of collecting it, SOFA Project is happy to store it for you for **up to 48 hours**.

You must leave your **name and phone number** when purchasing the item(s) and arrange to collect the item within the specified time window.

If your circumstances change and you cannot collect the item(s) any more we are happy to arrange delivery for you, for the price for your geographical area, for the next available timeslot. Or if you've changed your mind, we are happy to **refund** you.

If you do not collect the item within this time and have not contacted us, or we cannot contact you regarding the collection, due to lack of storage space we will have to put the item back out on the shop floor and issue you a **refund or credit note** for the price you paid.

Online / distance sales (e.g over the phone)

In adherence to distance selling regulations, any item purchased on our eBay site is refundable within 30 days of purchase.

Unfortunately, we do not offer a free returns service. Items can be taken to our West Street shop to obtain a refund or can be collected for a fee; the fee will depend on the geographical area, and will need to be arranged through the SOFA Project office:

- a) Telephone: 0117 954 7800
- b) Email: info@sofaproject.org.uk