

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

REFUND POLICY- UNWANTED GOODS BOUGHT FROM OUR RETAIL STORES

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. At SOFA Project, we want you to be happy with the goods you buy.

- **Before delivery/ collection:** If you change your mind about an item before you have it delivered, or before you come to collect it, we are happy to offer you a full refund via the method stated on your sales receipt.
- **Within 30 days:** If when you get the item home you change your mind, or for any reason that you're not completely satisfied with your item within 30 days of purchase, we will happily offer you an exchange or credit note, provided that the goods are returned to us in the saleable condition that you bought them in.
- Goods returned to us in a condition that would not be fit for re-sale will not qualify for a credit note or exchange. This does not affect your statutory rights.
- Credit notes are valid for 3 months at any SOFA Project store.
- 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.

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

