

## Covid -19 Refund Policy SU Shop

- Solent Students' Union operates a retail outlet called the SU Shop
- Occasionally customers may request a refund on items purchased, Solent Students' Union must have a clearly defined structure for dealing with these requests.
- This policy is in addition to the customer's statutory rights.
- During Covid restrictions purchases made through the SU Shop where customers wish to return goods the item must be returned to the SU Shop with the original receipt within 28 days of purchase. Products must be unworn, in its original undamaged packaging with the labels still attached, with all the accessories, parts and instructions. If due to restrictions, you cannot return the item within the 28 days of purchase you must contact us via email at [students.union@solent.ac.uk](mailto:students.union@solent.ac.uk) within the time frame.
- If we find that a product has not been returned to us in a fully resalable condition, or the packaging is damaged, we reserve the right to refuse a refund on the item. This does not affect the customer's statutory rights.
- On receipt of satisfactory goods, the SU Shop will provide a refund of the amount paid or an exchange if required. The refund will be processed back to the original method of payment.

### Exceptions:

- For reasons of hygiene safety and copyright, we cannot refund or exchange the following products unless they are faulty.
  - Personal grooming products and cosmetics.
  - Opened recording media including USB sticks/drives, SD cards, memory sticks and headphones.