



## Merchandise Returns Policy

We hope you will be pleased with your purchase. If you should change your mind, and wish to return anything bought from The Queen's College, we will be happy to refund or exchange a product providing it's in a fully resalable condition. Returns should be made within 28 days and in original, undamaged packaging. Please see below for exceptions to this policy.

When you buy online or by phone, you have additional rights as a consumer under the Distance Selling Regulations. This means if you as the purchaser notify us in writing of your wish to return an item within 7 working days of receiving it, we will refund you for both the purchase price and the delivery charge. Please make sure you take reasonable care of the item while it is in your possession, and that it is returned to us unused.

If the product returned is not in fully resalable condition or the packaging damaged, we reserve the right to refuse a refund on the item. This does not affect your statutory rights.

Refunds can only be made to the original card of purchase, unless:

- The original account no longer exists
- The original account details have expired
- The recipient requires a credit

## Products we are unable to refund or exchange

We are unable to offer a refund or exchange on the following items unless they are faulty:

- CDs, DVDs or software if seal on the wrapping is broken
- Personalised or made to order goods

## Delivery charges

We will refund the purchaser any delivery charge paid when a product is delivered faulty or damaged. Furthermore, should you buy a product online or by phone and you change your mind about it, providing you notify us in writing within 7 working days of receiving it, we will refund the purchase price and any delivery charge you may have paid. Otherwise we will refund the purchase price, but not delivery charges.

None of the above conditions affect your statutory rights when goods are faulty, or not as described.

Further information can be found by either emailing us at [oldmembers@queens.ox.ac.uk](mailto:oldmembers@queens.ox.ac.uk) or by calling us on +44 (0)1865 279150.