



Returns Policy

This is the Returns Policy
of Commission Apostolic Trust Ltd

Adopted by the Board of Directors on 18.4.2018

Commission Policy Reference: No: 21

Version 1.0

Review date: 04/2021

To be reviewed every 3 years or sooner in the light of new recommendations



Commission Returns Policy

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Policy update and changes

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Approval	
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Post	Chair of Trustees

Record of changes		
Issue	Date	Detail of Changes
1.0	18.4.18	Version agreed by Board of Directors



Introduction:

This is the Returns policy of Commission Apostolic Trust Ltd, relating to all Commission resources and merchandise.

Related policies and documents

This Returns Policy is part of a suite of policies currently in operation. In particular, this policy should be read in conjunction with:

- Terms of Service
- Shipping Policy
- Privacy notice

General

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in any original packaging.

Several types of goods are exempt from being returned. This includes downloadable software items.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer in the case of items that are not manufactured directly by us.

There are certain situations where only partial refunds are granted: (if applicable)

- Book with obvious signs of use
- CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened.
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

Your statutory rights are not affected.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card via Paypal or original method of payment, within 21 days. If it will take longer to process you will be informed by email/phone.



Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, as it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is shown in your account. If you've done all of this and you still have not received your refund yet, please contact us at office@commission-together.org

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at office@commission-together.org and send your item to: Citygate Centre, 138a Holdenhurst Road, Bournemouth, BH8 8AS.

Shipping

To return your product, you should mail your product to: Citygate Centre, 138a Holdenhurst Road, Bournemouth, BH8 8AS.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.