

## Just Care Products Ltd Customer Returns Procedures – Short Version\*\*

Just Care Products Ltd prides itself on providing affordable items that customers can use in the home. Our mission is to keep our customers as independent as they can be and we ensure that the items we sell are of good quality.

Just Care Products Ltd likes to ensure that its customers are happy with the product(s) they have purchased, as well as receiving good quality customer service - but there may be times when we fall short of our commitment and as such, we have laid out a policy for Returns\*\* and/or for Complaints.

1. Just Care Products Ltd has a contract with its customers that says that any and all products that Just Care Products Ltd provide to its customers are fit for purpose and in good working condition\*
2. If a customer is not satisfied with the item they have bought, and, only, if the item is not a 'bespoke'\*\*\* item (Clause 8 of Terms and Conditions) they have the right to return the item within 14 calendar days; however, the item must be in the same condition in which it was bought, must have the packaging it came with (unopened) and must be in a resalable condition.
3. If the customer is needing to return the item, and all conditions in #2 have been met, the till receipt (and card receipt) must be shown. If this is not possible, we will only give a credit note for the item being returned, at the member of staff's discretion.
4. If the item is being returned due to a fault (see Clause 9 of Full Terms and Conditions\*\*), Just Care Products Ltd will offer a replacement, repair or refund at their discretion. If you wish to return Goods to us under Clause 9, please do so as soon as reasonably possible after discovering the fault and in any event within the guarantee period. Please contact Just Care Products Ltd to inform us of the fault and to arrange the return \*\*\*\*

\*If the item is bought with a known issue – stated at the time of purchase, for example, a mark on it; or is being sold as second hand (i.e. ex rental) or as a shop-model – therefore having a shorter guarantee, this will be discussed with the customer at the time of purchase and will be stated, in writing, on the purchase invoice.

\*\* This is the Short Version of the Returns policy. You can Download the full version on our website [www.justcareproducts.co.uk](http://www.justcareproducts.co.uk).

\*\*\* Bespoke items cannot be returned unless faulty. Please see Clause 8 of our main terms and conditions, downloadable at [www.justcareproducts.co.uk](http://www.justcareproducts.co.uk) .

\*\*\*\* Contact details for Just Care Products Ltd Tel: 01624 627177 or email [shop@justcareproducts.co.uk](mailto:shop@justcareproducts.co.uk)

**IT IS THE POLICY OF JUST CARE PRODUCTS LTD THAT WE AND OUR STAFF WILL NOT TOLERATE ANY AGGRESSIVE BEHAVIOUR. IF SUCH BEHAVIOUR IS BEING EXHIBITED – WE RESERVE THE RIGHT TO ASK THE PERSON TO LEAVE THE PREMISES., AND IF NECESSARY, THE POLICE WILL BE CONTACTED. PLEASE BE ADVISED THAT CCTV IS IN PLACE FOR THE PROTECTION OF OUR CUSTOMERS AND OUR STAFF.**