

Customer Returns Policy



We hope you are pleased with your purchase, however, if the item is broken, faulty, not fit for purpose, or not as described, we will happily refund you as described by the Consumer Rights Act (except where marked and sold as faulty) within 30 days of purchase with production of your receipt.

If you are not happy with your purchase for any other reason, we offer a credit note upon production of your receipt within 28 days of purchase for any items that meet the conditions below:

Please return your purchase to any St Luke's Hospice shop:

- With a valid price ticket attached to the item
- With your proof of purchase
- Within 28 days of purchase
- In the same condition in which it was bought
- The credit note will be valid for 28 days from issue date

This does not affect your statutory rights

Thank you

Issue date September 2026