

## Our Refund Policy

We are happy to refund or exchange most items within 14 days.

Items must be returned in the same condition they were sold, with a receipt (or other proof of purchase) and with Loros price ticket attached (if applicable).

Unfortunately we are unable to refund the following items unless they are faulty: Books, CDs, DVDs, Earrings and computer games.

All refunds are given at the discretion of the shop manager.

We are only able to refund an item in the same way it was purchased. In particular, we would have to refund onto the same credit/ debit card used for your original purchase.

## New goods

On all our brand new goods we will refund or exchange in-line with the above policies.

## Furniture

Please measure your available space before purchasing.

Changed your mind? If you have your receipt (or other proof of purchase) we offer a 50% refund on all furniture within 14 days of purchase.

Unfortunately, if you have used our delivery service, we cannot refund any delivery charges.

## Faulty

As a charity, the majority of our stock is second hand, and may not be perfect quality. Any items which are deemed faulty or not fit for purpose we will refund or exchange, within 28 days and with a proof of purchase.

## Sale

On sale items we offer an exchange only policy, within 14 days with a proof of purchase.

This does not affect your statutory consumer rights.

## Clearance shops Refund Policy

We are happy to exchange any items within 14 days with a proof of purchase.

Items must be returned in the same condition they were sold with the Loros price ticket attached.

Unfortunately we are unable to exchange the following items unless they are faulty: Books, CDs, DVDs, Earrings and computer games