

**Equipment Orders, Returns and Refunds Policy**

**Orders**

Most items in the support centre will need to be ordered in from different suppliers as My Sight Notts does not hold stock. The customer must be given an idea of how long an item should take to arrive. If My Sight Notts is informed of any delay to an order by a supplier, this should be relayed to the customer.

**Returns**

As items are generally ordered specifically for a customer, different rules apply depending on the item, issue and timescales involved.

If the item has developed a fault and is within the supplier guarantee period - we will return it to the supplier for them to look at it. We cannot give a time frame for this but will keep the customer up to date.

If the item has developed a fault and is out of guarantee we can return the item to the supplier for them to look at but generally they will make a charge for any repair.

Online, mail and telephone order customers have the right to cancel their order for a limited time even if the goods are not faulty. A refund will be offered to customers if they have informed us within 14 days of receiving their goods that they want to cancel. They have another 14 days to return the goods once they’ve told us. The customer must be refunded within 14 days of receiving the goods back. They do not have to provide a reason.

It is essential that customers book an appointment to trial equipment in the support centre before purchase, especially an item of high value, as once ordered, items cannot be returned simply because it is not suitable. **My Sight Notts has a duty of care to ensure that customers are aware of this.**

**Refunds**

My Sight Notts cannot refund a customer if:

* The customer knew an item was faulty when they bought it
* The customer damaged an item by trying to repair it themselves or getting someone else to do it
* The customer no longer wants an item (for example because it’s not suitable or is the wrong size or colour) unless they bought it without seeing it

**List of Related Documents**

Complaints Policy

Customer Service Policy

**Implementation, Monitoring and Review of this Policy**

The Chief Executive Officer has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and additionally whenever there are relevant changes in legislation or to our working practices.

**Policy created: 02.10.24**

**Policy reviewed:**

**Next review: 02.10.25**

**Emma Lucas, Services Manager**