

Refunds and Returns Policy for Sustainable Merton



At Sustainable Merton, we value your support and want you to be fully satisfied with your purchase. We are committed to providing high-quality merchandise and a positive experience for our supporters. However, we understand that sometimes issues can arise. Below is our policy for refunds and returns.

1. Refunds and Returns Eligibility

- **Damaged or Defective Items:** If you receive a product that is damaged or defective, you are eligible for a refund or exchange. Please notify us within 14 days of receiving the item.
- **Incorrect Items:** If you receive the wrong product, we will correct the mistake by providing a replacement or refund. Please contact us within 14 days.

2. How to Request a Refund or Return

- To initiate a refund or return, please email us at sales@sustainablemerton.org, [complete our web form](#), or leave a voicemail for us at 020 3417 0476, stating your order number and a brief description of the issue.
- If returning an item, we will provide instructions on how to return it to us. You are responsible for any return shipping costs unless the item is damaged, defective, or incorrect.
- Please ensure that the item is returned in its original condition and packaging.

3. Refund Processing

- Once we receive the returned item, we will inspect it and notify you of the approval or rejection of your refund.
- If approved, your refund will be processed within 7 business days. Refunds will be issued to the original payment method used at the time of purchase. Please allow additional time for your bank or credit card provider to process the funds.

4. Exchanges

- If you would prefer an exchange instead of a refund, let us know, and we will arrange to send you a replacement once we receive the returned item.

5. Non-Refundable Items

- Any items not in their original condition, or items that show signs of use

7. Customer Satisfaction

- Our goal is to ensure you are happy with your purchase and your experience with us. If you have any concerns or need assistance, please don't hesitate to contact us.

Thank you for supporting Sustainable Merton. Your purchase helps us continue our mission, and we appreciate your understanding and cooperation.