

The Partially Sighted Society Returns Policy

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THE PARTIALLY SIGHTED SOCIETY, 1 BENNETTHORPE, DONCASTER, DN2 6AA

The Partially Sighted Society Returns Policy

These terms do not affect your statutory rights. You can contact your local authority Trading Standards or [Citizens Advice Bureau](#) for further information.

Cancelling or amending your order

Cancellations or amendments cannot be made between placing your order and receiving your parcel; this includes address changes and adding or removing lines.

You can cancel your purchase within 14 days from the day after you received the item. Once you've received your order and wish to return for a refund, please see the guidance under "Returning your product because it's unsuitable".

Manufacturer's warranty

Where a product comes with a manufacturer's warranty, please do not complete the registration paperwork until you're sure that you wish to keep the product. Return the unregistered item within 14 days of receipt if you do not wish to keep it.

For warranty claims, please follow the guidance and contact information on your warranty card.

If you've lost your warranty card, please contact The Partially Sighted Society for assistance.

Returning your product because it's unsuitable

Your right to return within 14 days

If you've changed your mind about keeping your purchase, please inform us within 14 days from the day after you received the item(s).

Please return the item(s), at your own cost, within 14 days, and we'll give you a refund.

We reserve the right to deduct an amount from the refund if you have diminished the value of goods by handling them beyond what is necessary to establish their nature, characteristics and function.

We'll reimburse you with undue delay, and not later than 14 days after we receive the goods back from you.

Which products can't be returned as unsuitable?

Where a product has been made to measure, or personalised for you, we're unable to refund or offer an exchange – unless it is faulty.

The following products won't be eligible for exchange or refund (unless faulty or not as described):

- Products which you received over 14 days ago.
- Products which have been opened or their protective seals removed and cannot be returned for hygiene reasons.
- Products that contain your personal data or have been manufacturer-registered.
- Products that have been combined with other goods after delivery so that they become inseparable.
- Where a product has been personalised for you or made to your specific measurements (bespoke and made-to-order items).

Software mobile phones and smart devices that have been opened, redeemed or activated.

This is only returnable if the software is faulty. Where available you should request a free demonstration copy of the software before purchasing, to ensure it is suitable for your needs.

Bespoke items (including printed items)

These are made just for you and are non-returnable unless incorrect.

Image capturing and recording products.

We cannot accept these items back (unless faulty) if they contain material and content that you have saved to them. You must ensure the item is returned to factory settings and free of your personal data before returning it to us.

Returning your product if it is faulty

We reserve the right to have the product independently tested by a third party, prior to agreeing a suitable resolution.

If no fault is found the item will be returned to you.

Where your item needs to be sent to our supplier for assessment and repair, this will increase the turn-around time to complete your return (this may take up to six weeks if components need to be ordered in specially to carry out the repair).

Faulty within 30 days

If your product develops a fault within 30 days of purchase, please contact us to arrange the return, and subject to confirming the fault, we can give you an exchange, repair or full refund, as per your preference. For online or telephone purchase we'll refund the standard delivery charge provided you return the full order. If you're only returning some of the items on your order, we will only refund the cost of those returned items.

Faulty from 31 days and up to six months

If your item becomes faulty after 30 days, please contact us to arrange the return. Upon receipt, we will assess the fault and if confirmed will repair or exchange.

If we're unable to repair or provide a suitable replacement, we'll give you a full refund.

Faulty after six months and within guarantee period

If your item becomes faulty after six months, please contact us to arrange the return, faults deemed to be the result of fair wear and tear or product misuse are excluded. Upon receipt, we will assess the fault and if confirmed we will repair the item before returning it to you.

Guarantee period

Products which carry a manufacturer's warranty, are bound by the limitations of the guarantee.

If you are sent a replacement unit, the warranty period is not extended and remains valid against the date of your original order as per standard manufacturers' practise.

Return postage costs

All items are returned to us at your own risk. You are responsible for the cost of returning the item to us. If the item is in warranty and once the fault is confirmed we will reimburse postage costs.

If required, we will organise a courier at your cost to collect the item from you. Any courier costs will be reimbursed upon confirmation of the fault and if the item is within warranty.

For high value items, we recommend returning it to us by using one of Royal Mail's various delivery services or by courier, so that your parcel is insured against loss or damage. Please see [Royal Mail's website for full details of their delivery services](#) including costs and insurance value coverage. Royal Mail will only cover items sent Articles for the Blind up to a maximum value of £46. If your return is lost in post, you will need to contact the carrier and follow their claims procedure.

We will not reimburse postage costs for unsuitable or unwanted item returns.

How to return a product

Please contact our offices by calling 01302 965195 or email: reception@partsight.org.uk to confirm where to send the item back to.

Please ensure you return the item within seven days to ensure there are no delays processing your refund.

- Write the invoice number on the returns label (attached to your despatch note).
- Securely attach the returns label to the outside of your parcel (do not attach it to the product or product packaging).
- Include your name and address inside the parcel, in your preferred format to ensure we can identify the goods as coming from you.
- Ensure the item is packaged securely for stable transit.

Not following these steps will cause delays in processing your refund.

Damaged goods and packaging

On receipt of your goods, please ensure you open the packaging carefully and keep hold of it until you're sure that you are keeping the item.

If the product is returned with user damage, or damage from insufficient packing for transit, we may be unable to give you a full refund or exchange and the product may be returned to you or a partial refund offered.

Missing items

If the product is returned to us with components missing, we may be unable to refund or exchange, returning the product to you. Where the missing component can be replaced you will be charged the cost. Where the item can be sold as used or refurbished with missing parts, there will be a deduction from your refund based on the new retail value.

Damaged in the post – seven days

If you receive an item which you believe has been damaged in the post, please contact The Partially Sighted Society within seven days of receipt of the item.

On receipt of the item and confirmation of the postal damage, we will either refund or exchange. If the item is found not to be damaged, it will be returned to you.