

Brentwood School Shop Returns Policy

Refunds

We are happy to offer a full refund up to 2 terms from the original purchase date.

Please note that:

- All returned items must have a relevant till receipt, all labels still attached and in a good resalable condition.
- Sale items can be returned up to 14 days for a full refund or exchange.
- Refunds will not be offered if the item has been damaged by a customer, or if a repair has been attempted on the item.

Exchanges

We are happy to offer an exchange up to 2 terms from the original purchase date. Items for exchange must have the relevant till receipt, be in a good resalable condition and have all labels still attached.

Returns and Exchanges on Socks and Swimwear

We accept returns on socks and swimwear, subject to them being in the original packaging and having their tags still attached to the garment.

Faulty items must be returned in a clean and dry condition (Health and Safety Act 1974).

Personalised items

Please note we are unable to refund or exchange any items once they have been personalised with embroidery, so customers should please check all sizing is correct before ordering this service.

Statutory Rights

This Returns Policy is in addition to your Statutory Rights as detailed in the Consumer Rights Act 2015.