

Belonging Matters' Refund Policy

Purpose

This policy helps people understand what they can do if they buy something from Belonging Matters and would like a refund or replacement

Policy

Belonging Matters is not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. This is when an item:

- Has a problem that would have stopped you from buying the item if you had known about it
- Is unsafe
- Is significantly different from the sample or description
- Doesn't do what we said it would or what you asked for and can't be easily fixed

Alternatively, you can choose to keep the item and we will compensate you for any drop in value

If the problem is not major we will do what we can to fix the item or solve the problem within a reasonable time. If the item is not fixed or the problem solved in a reasonable time you can choose a refund or replacement.

To enquire about a refund or replacement please call Belonging Matters on (03) 97398333 or email info@belongingmatters.org