



Online Shop: Refunds and Returns Policy

Brief Description	At Godly Play UK, we want you to be satisfied with your purchase. This policy explains your rights and how refunds, returns and replacements are handled for items purchased through our online shop.
Effective	September 2026
Approved by	Finance Committee
Written by	Chloe Sargent
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Next review date	September 2027
Applies to	Godly Play UK customers, Godly Play UK

Returning an item

If you change your mind about your purchase, you have the right to cancel your order within 14 days of receiving your goods without giving a reason. Once you have notified us of your cancellation, you have a further 14 days to return the goods.

To be eligible for a return:

- You may inspect the goods as you would in a shop. We may make a deduction from a refund where the value of the goods has been reduced by handling beyond what is necessary to establish their nature, characteristics and functioning.
- Wherever reasonably possible, customers should return the goods with any original packaging, labels and accompanying materials.
- Return postage costs are the responsibility of the customer unless the item is faulty, damaged or sent in error.

Faulty, damaged or incorrect items

If your item arrives damaged, faulty, or is not what you ordered, please contact us as soon as reasonably possible after discovering the issue. We may ask for your order number, a description of the issue, and photographs. Where an item is confirmed to be faulty, damaged or supplied in error, we will offer a replacement item, a full refund, or a partial refund where appropriate. We will also reimburse reasonable return postage costs where applicable.

Refunds

Once we have received and inspected the returned item, we will notify you of the outcome. Approved refunds will be issued to the original payment method used when placing the order. Refunds will be processed within 14 days of receiving the returned goods or evidence that they have been returned.

Where a purchase is cancelled under the Consumer Contracts Regulations, we will also refund the cost of our standard delivery service. Any premium delivery upgrade selected by the customer is not refundable beyond the cost of standard delivery.

Delivery

All physical items purchased through the Godly Play UK online shop are dispatched using Royal Mail Tracked services. Tracking information will be provided where available.

We aim to dispatch orders within 5-10 working days, although delivery times are estimates and may vary due to factors outside our control.

Please ensure that the delivery address provided when placing your order is accurate and complete. Godly Play UK cannot accept responsibility for delays or additional costs arising from incorrect address information supplied by the customer.

Undelivered Items

If you believe your order has not been delivered, please contact us as soon as possible at admin@godlyplay.uk.

We will review the Royal Mail tracking information and investigate the delivery status. We may ask you to allow a reasonable period for Royal Mail to complete its enquiries before a claim is determined.

Where a parcel is confirmed as lost before delivery, we will arrange either:

- a replacement item (subject to stock availability), or
- a full refund.

If Royal Mail tracking confirms that an item has been delivered to the address provided at the time of ordering, we reserve the right to request further information before issuing a replacement or refund.

Items returned to us because they were undeliverable due to an incorrect or incomplete address, failure to collect from a delivery office, or repeated unsuccessful delivery attempts may be re-sent at the customer's expense. Alternatively, we may provide a refund for the goods, less any delivery costs already incurred.

Digital Products and Downloadable Resources

When purchasing digital content for immediate download, customers will be asked to consent to the download being made available immediately and acknowledge that this results in the loss of their 14-day cancellation right. Once access has been provided or the download has begun, refunds will not normally be available unless the content is faulty. Please ensure that any digital product is suitable for your needs before completing your purchase.

If you experience a technical issue accessing or downloading a digital product, please contact admin@godlyplay.uk. We will make reasonable efforts to provide access to the

purchased content or resolve technical problems. If a digital product is found to be defective, corrupted, or substantially different from its description, we will work with the customer to provide access to a working version of the content and, where appropriate, provide a refund in accordance with applicable consumer rights legislation.

This policy does not affect any statutory rights that may apply under consumer protection legislation.

Non-returnable items

The following items cannot normally be returned unless faulty: Digital downloads; downloadable resources; custom-made or personalised products; and items specially ordered on the customer's behalf.

How to Request a Return or Refund

Please contact Godly Play UK at admin@godlyplay.uk and include your name, order number, details of the item, and reason for the request. We aim to respond within five working days.

How to Cancel

To exercise your right to cancel, please email admin@godlyplay.uk with your name, order number and a clear statement that you wish to cancel your order.

Our Commitment

As a registered charity, we seek to manage our resources responsibly while providing excellent service to our community. We will always endeavour to resolve concerns fairly, reasonably and in accordance with consumer rights legislation. Godly Play UK may, at its discretion, offer arrangements that are more favourable to the customer than those set out in this policy. Nothing in this policy affects a customer's statutory rights.