



Returns Policy

Making A Difference to Maidstone follows the Consumer Rights Act 2015, which sets out your rights when purchasing goods.

1. Faulty or Misdescribed Goods

If an item is faulty, damaged, or not as described, you are entitled to:

- A full refund within 30 days of purchase
- After 30 days, a repair or replacement
- If a repair or replacement is not possible or unsuccessful, a refund

These rights apply regardless of any store policy.

2. Proof of Purchase

Proof of purchase is required for all returns. This may include:

- Receipt
- Bank statement
- Or other reasonable evidence of purchase

This helps us process your return and maintain accurate records.

3. Condition of Returned Goods

For non-faulty items:

- Items must be returned in the same condition as sold
- Items must not be used, worn, or damaged after purchase

This condition does not apply to faulty goods, where your statutory rights remain.

4. Excluded Items

For health and safety reasons, we do not accept returns on certain items, including:

- Perishable goods
- Earrings
- Personal hygiene products

This list is not exhaustive.

5. Voluntary Returns (Non-Faulty Goods)

As a goodwill gesture, MADM offers a 7-day returns policy on non-faulty goods:

- Items may be exchanged or issued with a credit note
- Items must meet the condition requirements above
- All returns under this policy are at the discretion of management

This is in addition to, and does not affect, your statutory rights.

6. Your Statutory Rights

This policy does not affect your legal rights under the Consumer Rights Act 2015.