# Return Policy for services resources and daily living aids

We are happy to offer our customers a refund for all purchased new items that are unwanted within 14 days of purchase. Returns for faulty goods will be accepted within 30 days of purchase. These returns are pending the return of the item(s).

Please note we are unable to absorb any courier or postage costs for returns, where an item is unsuitable or unwanted.

In cases where you may be unable to complete a return yourself, we would be happy to arrange this for you, however this cost will be deducted from your refund total.

# Return and refund terms and conditions

For any faulty goods that are past the 30 days return period we offer, we advise customers to check with the manufacturer of the item directly as they may be under a warranty, or a guarantee period, and you may be entitled to a replacement or refund through them directly.

We regret that we are unable to refund items that have been personalised or made bespoke. We are also unable to provide a refund for any goods returned to us with missing parts or that are returned damaged, when this was not advised upon opening a return. Pleas be aware that sufficient packaging of the return is the responsibility of the customer.

We would be happy to reimburse our customers for the cost or returning a faulty item to us if they are unable to deliver themselves. To reimburse our customers, we require proof of postage cost. We are also happy to arrange the return of the faulty item for you via courier collection, at no extra cost.