



The Nurture Cove
Early Childhood & Assessment Centre

RETURNS POLICY

THE NURTURE COVE

VERSION 1.0



Returns Policy

Contents

- Version Control.....2
- 1. Introduction.....3
- 2. Cancellations3
- 3. Non-Faulty Returns3
- 4. Damaged or Faulty Items4
- 5. Other Issues.....5
- 6. Changes to This Policy5



Returns Policy

Version Control

VERSION	REVIEWER NAME	DATE	NEXT REVIEW	COMMENTS
1.0	Policy Pros	Oct 2023	Oct 2024	First Policy.



Returns Policy

At The Nurture Cove, delivering the best quality products to our customers is a top priority. In keeping with our aim, we source only high-quality products from reputable manufacturers and ensure that all products sent to customers are checked and conform to our high standards before being shipped.

1. Introduction

This policy sets out how we (The Nurture Cove Ltd/The Nurture Cove) manage returns to our online store and comply with UK law on accepting returns and giving refunds.

2. Cancellations

You can cancel an order as long as stock has not already been posted. To do this, please email us at customerservices@thenurturecove.com

3. Non-Faulty Returns

If, for any reason, you change your mind and no longer wish to keep your order (or part of your order), you have the right to a full refund of the cost of the goods provided:

- You will need to email us at customerservices@thenurturecove.com within 14 days of receiving the goods, stating what you would like to return, and quoting your online reference number; and
- You send those goods back to us to the address provided within 14 days of you informing us that you would like to return them; and
- The goods are unused, unopened, in their original condition and packaging (your return must be in a re-sellable condition).

You will be liable for the cost of returning the goods to us and must ensure that they are returned in protective packaging. We recommend that you keep your postal receipt as proof of postage, as this will allow you to claim for any loss or damage.

Once the unwanted item is received by us, it will be checked, and so long as it meets our return policy conditions, we will then offer a refund for this item. Refunds will be applied to the payment method that was used to purchase the item within 14 days of us receiving the returned goods.

Where an item is damaged or returned otherwise than as per our stated requirements above, we reserve the right to refuse redress.



Returns Policy

4. Damaged or Faulty Items

We strive to ensure all your purchases reach you in perfect condition. However, if you receive a delivery and the item is damaged or faulty, you may return this item to us in accordance with your statutory rights.

To return such an item:

- Email us at customerservices@thenurturecove.com to inform us of the reason for the return (damage, fault, etc) and include a photograph showing the damage/fault.
- Send the goods back to us (at your cost) to the address provided within 14 days of you informing us that you would like to return them as damaged or faulty. (We will refund the cost of the postage paid by you once the goods are received and deemed damaged or faulty following an inspection.)

Please send back damaged items in the original packaging, as this will enable us to claim from the courier or postal carrier.

Once received, we will inspect the goods and:

- For faulty items:
 - If we do not deem the goods faulty following inspection or find that they have been modified, then we are unable to offer a replacement or refund. A reason will be given as to why the product is in dispute. We will return such items to you at your cost.
 - If we deem the goods faulty following inspection, we will either send you a replacement or, where a replacement is not available or acceptable (or if the fault has occurred within the first 30 days), provide a full refund to the original payment method. Please note that up to six months after delivery, you are only entitled to a refund if an attempt at a repair or replacement is unsuccessful, and after six months, you will be required to prove a fault was present when you bought the goods.
- For damaged items:
 - We will provide a full refund to the original payment method where we reasonably believe that the items were damaged when delivered to you.

Please note that damage upon accepting the goods and expected 'wear and tear' will not be classed as legitimate reasons for returning goods as damaged or faulty items.



5. Other Issues

Incorrect Items: Upon delivery, it is your responsibility to check the contents of your packages and inform us of any discrepancies at the earliest opportunity so that we may replace the goods as soon as possible.

Item Not as Described/Not Fit for Purpose: Under the Consumer Rights Act, you have a legal right to reject goods that are unfit for purpose or not as described. These goods are classed as faulty; therefore, please follow the process for returning damaged or faulty items for such goods, providing details of why the goods are unfit for purpose or not as described.

Lost Returns: We will not accept liability for any returns not received by us. We, therefore, encourage customers to use a postal service that is good value but provides insurance covering the cost of the goods and provides tracking information. We recommend Royal Mail First Class Signed or a similar alternative that offers tracking and insurance up to £50.

6. Changes to This Policy

We may periodically update this policy to reflect changes to our services, regulatory requirements, and customer feedback. Therefore, we recommend that you regularly review this policy to stay informed about returns.