**Infinity Foods Co-operative Ltd**

**Shop Returns Policy**

**Faulty Goods:**

* If you have bought a faulty product you are entitled to a full refund.
* We require proof of purchase & ID.
* The cashier must be satisfied that the product was genuinely faulty (or ‘unfit for purpose’) at the time of purchase.
* You may receive an exchange for goods of the same value, or a refund by the same payment method (e.g. bank card) as the original payment.

**Incorrect purchase:**

* We are not obliged to give a refund or exchange unless the product is faulty.
* The cashier may however, at their discretion; allow an exchange for goods of the equivalent cash value.
* We require proof of purchase & ID.
* The return must be within 30 days of the original purchase.
* We cannot accept a return for a product that is chilled, perishable, or near its date.
* The product must be in ‘saleable’ condition, with sealed packaging, & be in a pristine, intact, & unopened condition.
* Circumstances must be beyond suspicion.

**No other refunds or exchanges are to be given.**