

Terms and Conditions for Leisure Refunds

Saleable Items

Our refund terms and conditions will not affect your statutory rights:

- For unopened purchases, we will be happy to either refund or exchange an item if you change your mind within 14 days of purchase.
- For opened / used purchases, refunds will only be given where goods sold are faulty and proof of purchase within 1 calendar month is provided.

Your Statutory Rights

- In addition to our refund terms and conditions, you also have statutory rights.
- These include that the goods you purchase are of satisfactory quality, fit for purpose and as described on the product.
- Within 30 days of the purchase, you may exercise the right to a refund if the product purchased is not of satisfactory quality, fit for purpose or as described.
- After the 30-day period, but within six months of the date of purchase and where the product is faulty, you are entitled to a repair or replacement or where that is not possible, or the repair/ replacement does not resolve the fault, a refund.
- After six months of the date of delivery, similar rights exist, but only if you can prove that the fault was present at the point of delivery.

For further information about your statutory rights, in the UK please contact your local authority Trading Standards Department at <https://www.nottinghamshire.gov.uk/business-community/trading-standards> or Citizen's Advice Bureau at <http://citizensadvicenottingham.org.uk/>.

These Terms and Conditions are subject to review.

Last reviewed December 2025.