

SU SHOP

TERMS AND CONDITIONS

ACCEPTED CURRENCIES

All payments on this website are in GBP pounds (£ sterling).

REFUND POLICY

The Students' Union operates an online store offering a click and collect service from the Percy Gee Building on the University of Leicester campus. We may also operate pop-up shops and in-person sales. We do not currently offer delivery.

YOUR RIGHT TO CANCEL (DISTANCE SELLING)

If you purchase goods from us online, you have a legal right under UK consumer law to cancel your order within 14 days of collecting your items, without giving any reason.

To exercise this right, you must inform us clearly (for example by email) within the 14-day period that you wish to cancel your order.

Once you have notified us, you then have a further 14 days to return the goods.

You must take reasonable care of the items while they are in your possession. You may inspect the goods, but this should not go beyond what is necessary to establish their nature, characteristics, and function.

PERSONALISED ITEMS

Cancellation rights do not apply to items made to your personal specifications or clearly personalised (for example, items with custom names or course titles).

If you are unsure whether an item is personalised, please contact us via hellosu@le.ac.uk before placing your order.

REFUNDS FOR CANCELLED ORDERS

If you cancel your order in line with your legal rights, we will refund all payments received from you.

Refunds will be processed without undue delay and no later than 14 days after we receive the returned goods, or after you provide evidence that the goods have been returned, whichever is sooner.

Refunds will be made using the same payment method used for the original transaction, unless agreed otherwise.

You are responsible for the cost of returning goods.

We may make a deduction from your refund for any loss in value of the goods resulting from handling beyond what is necessary to inspect them.

FAULTY, DAMAGED OR INCORRECT ITEMS

If an item is faulty, damaged, or not as described, please contact us via hellosu@le.ac.uk as soon as possible.

You have a legal right to:

Reject faulty goods within 30 days of collection for a full refund

Request a repair or replacement after this period

Nothing in this policy affects your rights under the Consumer Rights Act 2015.

ITEMS NOT ELIGIBLE FOR RETURN

We may refuse a refund where items:

Show signs of wear, misuse, or damage, or

Are returned in a condition that reduces their resale value beyond reasonable inspection

RETURNS PROCESS

Items should be returned to the Students' Union at the Percy Gee Building. Please contact us in advance to arrange your return via hellosu@le.ac.uk

STATUTORY RIGHTS

This policy does not affect your statutory rights under UK consumer law.

OWNERSHIP AND RESPONSIBILITY

Ownership of goods passes to you upon collection. From this point, the goods are your responsibility.

WEBSITE PRICING ERRORS

All orders are subject to acceptance. The University of Leicester Students' Union reserves the right to cancel any order prior to collection where an error has occurred, including (but not limited to) pricing or product description errors.

In such circumstances, a full refund will be provided.

A contract of sale is formed only when your order has been collected and fulfilled.

DISCOUNT EXCLUSIONS

Leicester Students' Union reserves the right to exclude any product from sales or discount code promotions - these include, but are not limited to, Sale items, Society Orders, Students' Union Life Membership.

OUT OF STOCK ITEMS

As we operate both a physical and online retail store, from time to time there may be errors in stock level availability on the website.

If you have ordered an item that is no longer in stock when your order is processed we will contact you via email to give you the following options:

- Substitute the missing item for another size/colour in the same style
- Wait for the item to come back in stock to fulfil the order (if we have a date stock is due in)
- Cancel all or part of the order for a refund to the original payment method.

In the case that the item you have ordered and is unavailable is end of line and will not be restocked we will immediately refund that part of your order to the original payment method, and then contact you to make you aware of this and see if you would like to proceed with the rest of your order or not.

DELIVERY INFORMATION

We do not currently offer delivery although are exploring implementation soon.

WHEN CAN I COLLECT MY ORDER?

If you order from us before 4pm between Monday – Friday you will normally be able to collect your order from midday the next working day (Monday – Friday excluding bank holidays and closure) Please note you will need to collect your order within 14 days (excluding bank holidays and closure)