



# SI&C

POLICY  
DOCUMENT

## Returns Policy

Audience: All Parties

Requirement: Essential

Policy Owner: Company Director

Review Delegation: Executive

Review Cycle: Three Years

Last Review: 30/04/2025

Due for Review: 30/04/2028





# What we stand for...

Our values focus on nurturing the CORE of our business.

- Customers as partners
- Openly inquisitive
- Reputationally renowned
- Exceptionally talented

## Our mission

To unearth those lost talents and skills your team has, looking to maximise what is inside, we aim to get the full potential out of your team to realise your strategic goals, at pace.

## Our Vision

To create people-centred, simpler, and value-driven results for our clients that help ensure their teams perform to the best of their abilities. We aim to unlock your people's abilities, saving you time and effort whilst improving the social mobility of your team. Finding the best teams to carry out your most important work is what drives us every day.



Returns and membership cancellations.

We have a 14-day return policy, which means you have 14 days after accepting your membership to cancel it and receive a refund.

To start a return, you can contact us at [infor@siandc.org](mailto:infor@siandc.org). Please note that returns will need to be sent to the following address if you have received any items as part of the service package purchased: Flat 8, Glenwood, 68 Titchfield Park Road, Fareham, ENG, PO15 5RN, United Kingdom.

If your return is accepted, we will send you a return shipping label, as well as instructions on how and where to send your package if applicable. Items sent back to us without first requesting a return will not be accepted. Please note that if your country of residence is not United Kingdom, shipping your goods may take longer than expected. You can always contact us for any return questions at [infor@siandc.org](mailto:infor@siandc.org).

**Damages and Issues** Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right. Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products).

We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item. Unfortunately, we cannot accept returns on sale items or gift cards.

**Exchanges** The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item. **European Union 3 day cooling off period** Notwithstanding the above, if merchandise is being shipped into the European Union, you have the right to cancel or return your order within 3 days for any reason and without justification.

As above, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You will also need the receipt or proof of purchase. **Refunds** We will notify you once we have received and inspected your return to let you know if the refund was approved or not.

If approved, you will be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we have approved your return, please contact us at [info@SlandC.org](mailto:info@SlandC.org) Where can I get further information? If you have any questions about our use of cookies or other technologies, please contact us at [Info@siandc.org](mailto:Info@siandc.org) or by post to: SI&C Ltd at 68 Glenwood, Titchfield Park Road, PO15 5RN 08000314349

# Have you checked that you have claimed all the benefits your entitled to when working with us?

Don't forget that when you work with us you get the following benefits:

- 5% of profits from each sale donated to a charity of your choice
- Refer us to a buyer and get paid
- Provide feedback and earn a 2% refund

**SI&C**  
THE 5% CLUB 

**SI&C**  
OUR REFERRAL  
PROMISE 

**SI&C**  
CUSTOMER  
INSIGHTS 

Do you have any  
queries on this  
policy?

If so, contact us at  
[info@siandc.org](mailto:info@siandc.org)