



**Association of
Tongue-tie Practitioners[®]**

Educate • Support • Care

ATP Shop Exchange, Refund & Returns Policy

(March 2024)

Your statutory rights are not affected by our returns policy. To the extent that any provision in our policy conflicts with your statutory rights, your statutory rights will prevail.

In addition to your legal rights, we also allow you to return goods if you simply change your mind. Please return the unused goods to us with proof of purchase using the form below within 30 days and we will offer you an exchange or refund.

Returns (Refunds and Exchanges)

If you are unhappy with your item(s) please complete our online 'Returns & Exchanges request form' at your earliest opportunity, and is submitted online to both the ATP treasurer and Sales team. You will receive an email confirmation upon submission. Our policy gives you 30 days to return or exchange an item bought with a valid receipt. If 30 days has gone by since your purchase, we can not offer you a refund or exchange.

To be eligible for a refund or exchange:

1. goods must be returned in a re-saleable condition. That means your item must be unused and in the same condition that you received it. If your purchase is for a pad of leaflets, then the full 25 must be present in each pad being returned.
2. The item must be in the original packaging and returned with any accessories, labels and 'free gifts' or bonus items.
3. Include your receipt/proof of purchase via upload to the form below, as well as the reason for return. If you brought your goods

- via our online shop, your receipt will be in the form of an email which you can photograph or screen-shot the image for upload.
4. Should your item arrive damaged, please take a photo of this too.

Refunds (where applicable)

Once your returned item is received and inspected, we will send you an email to notify you that we have received your returned item. Please keep 'proof of postage' receipt of your return and upload this to the returns form below. We will also notify you of the approval or rejection of your refund, alongside a decision on if your shipping fee will be refunded.

If you are approved, then your refund will be processed by our sales team back to your original payment method within 14 working days. NB refunds will mimic the original cost to the buyer taking into account the use of any discount codes that may have been utilised.

Postage and shipping fees:

Unless specified otherwise in the product description, postage fees are included in the product fee. Orders are managed and shipped using Royal Mail (unless otherwise stated) by our ATP Sales volunteer. Orders are aimed to be with you within 7-10 working days. Should you request an update or wish to chase your delivery please email sales@tonguetie.org.uk.

Postage is inclusive for UK recipients only. Should you place an order outside of our approved region, your order will be cancelled and a refund arranged back to the original payment method.

Exceptions

There are certain situations where only a partial refund is granted.

These may include:

- Books or other paper products with obvious signs of use.
- Any item not in its original condition, which is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

Late or Missing Refunds:

If 30 days have passed and you have not yet received your refund

1. Recheck your bank account statement.

2. Contact the payment provider of your original payment method, it may take some time before the payment provider issues any refund which could cause a delay out of our control.

If you have done all of this and you still have not received your refund, we sincerely apologise. Please contact the ATP directly by email to treasurer@tongue-tie.org.uk

Thank you.

Useful links

<https://www.gov.uk/online-and-distance-selling-for-businesses>

<https://www.gov.uk/accepting-returns-and-giving-refunds>

<https://www.businesscompanion.info/node/469/mid/1488>