

Returning Goods

We want you to be pleased with your purchase but if you aren't, please tell us straight away **and stop using it**. Bring the item back with proof of purchase and show us what's gone wrong. If you notice damage or faults when we deliver ask the driver to return the goods to us.

Refunds

All goods should be 'fit for purpose' and 'as described' regardless of whether they are new or used. Please remember that used goods have existing wear and tear from their former owners and won't last as long as a new one. Our prices reflect these things. Before buying a used item you should inspect it carefully, check that any flaws are acceptable and the item will meet your needs.

Refunds are given in accordance with your Statutory Rights under the Sale of Goods Act. In addition to these rights we will give you a full refund if:-

- A used electrical item stops working within 3 months of purchase – as long as you have been using it properly, have not attempted to repair it and transported it appropriately.
- Used furniture develops a significant fault preventing its intended use within 30 days of purchase - as long as you have not attempted to repair it, transported it appropriately and the fault is not the result of wear and tear or misuse.

We do not give refunds for any other reason. We will not give refunds for used clothing, textiles or bric a brac of any kind. At the Manager's discretion we may issue a credit note or allow an exchange but only in exceptional cases. Delivery charges are not refunded unless Preen have damaged your goods in transit.

Payment of Refunds

If you are entitled to a refund and paid for the item by debit/credit card we will refund the card you paid with. If you paid in cash we will refund you in cash (refunds of £30 and under) or by cheque posted to your home within 7 days (anything over £30).

Credit Notes

Credit notes are issued **at our discretion** to customers who **are not** entitled to a refund. Items must be returned in the same condition they were purchased in and transported appropriately. Credit notes are valid for 30 days. We will deduct any outstanding charges as a contribution to our costs.

Charges

We don't like to charge 'extras'. Please make sure you measure up, inspect goods carefully and be at home when we call. We can rearrange deliveries up to 24 hours in advance.

- Items returned because they are too large to fit in £20
- Collection of item that the customer can't return themselves £20
- Failed delivery (customer out) goods returned to storage £20

Complaints

We hope you won't experience any problems but we promise to resolve them quickly if you do. Speak to any member of staff. If you are still unhappy please ask for a copy of our complaints procedure.

Conditions of Membership

- Standard Membership is available to anyone aged 16 and over and costs £1 per year.
- **Supported Membership** is a discretionary discount scheme for disadvantaged people aged over 70 or receiving qualifying benefits. Discounts are given on the understanding that the items are for your personal use and will not be sold for financial gain. Deliveries will only be made to the registered address of the applicant.
- A membership card can only be used by the person it was issued to.
- Membership cards can be used at any Preen store and must be shown at the tills. Lost or stolen cards must be reported to Preen. There is a £1 charge for a replacement.
- Membership is subject to any and all rules adopted by Preen and these rules may be amended from time to time without notice.
- Preen reserves the right to refuse membership to any applicant.



Reuse it. Donate it.
0844 99 343 99
reusematters.com

BIGGLESWADE STORE

Shortmead Industrial Estate · Sun Street
BIGGLESWADE · Bedfordshire · SG18 0BP

DUNSTABLE STORE

9-11 West Street · DUNSTABLE · Bedfordshire · LU6 1SL

facebook facebook.com/preencic

twitter twitter.com/preencic



Preen is proud to be an Approved Reuse Centre and Trading Standards Approved. Our electrical goods are PAT tested, working and guaranteed for at least three months. All our furniture is checked for safety and cleaned before sale. We offer a delivery service in and around Bedfordshire.



REUSE CENTRE MEMBERSHIP

Quality second hand household goods



reusematters.com



MEMBERSHIP CARD

Application form



Membership: Standard Supported

Title: Mr Mrs Miss Ms Other

First name:

Surname:

House number/name:

Street:

Town/village:

County:

Postcode:

Telephone (home):

Telephone (mobile):

Email address:

Preferred store: Biggleswade Dunstable

Have you donated to Preen in the past? Yes / No

Have you bought from Preen in the past? Yes / No

Signed:

I have read and agree to the terms and conditions of membership in this leaflet.

Your personal information will be held and used in accordance with the Data Protection Act 1998. Preen CIC will not disclose such information to any unauthorised person or body and will only use such information in carrying out its various functions and services.

OFFICE USE ONLY:

Parish code:

Staff initial:

JSA
 ESA
 HB
 CTB
 IS
 WTC
 CTC
 PC
 70+

Preen is a social enterprise helping local people with low-priced furniture, appliances and household goods. We specialise in quality used items and high street returns but also provide affordable new products like beds and mattresses.

Preen Reuse Centres are open to everyone but you need to be a member to buy from us.

STANDARD MEMBERSHIP costs £1 each year. Anyone can join.

SUPPORTED MEMBERSHIP is our discount scheme for elderly or low income customers. You will pay less for used furniture and appliances and can access additional support from us. It is free to join.

To apply

Complete the membership form and bring it to us.

Supported Members must bring proof of their address (utility bill, tenancy agreement or bank statement). If you are over 70 bring something that shows your date of birth. If you receive any of the following benefits or tax credits you must bring a current award letter:

- Job Seekers Allowance
- Employment & Support Allowance
- Housing Benefit
- Council Tax Benefit
- Income Support
- Working Tax Credit
- Child Tax Credit
- Pension Credit

We collect a wide variety of items - not just furniture

- Bedding and curtains
- Fridges and freezers
- Washing machines
- Cookers
- Clothing
- Electricals
- Bric a brac
- Household goods
- Books
- Collectables
- All kinds of furniture
- Plus much more...



Reuse it. Donate it. 0844 99 343 99 reus matters.com

