

The SU Shop, Terms and Conditions

By purchasing from thesubath.com/shop you agree to the following Terms and Conditions.

These terms and conditions are limited to goods sold online by the Students' Union Shop.

These terms and conditions do NOT apply to; student group membership fees, sports kit, products offered by student groups (including but not limited to merchandise and trips), or SU events.

Product Description

We try to make sure that the photos of our items accurately reflect the actual colour of the item in person. However, due to the differences in monitor and device settings (brightness, contrast, saturation, etc) there may be a slight difference in colour between what is shown on the site and the final product. Where there appears to be a quality concern, please refer to "Returns & Exchanges"

Customer information

Customer information is held in line with our Data Protection Policy and Privacy Policy.

Orders & Pricing

All orders are subject to product availability & our confirmation of the order price.

We reserve the right to refuse or cancel any order. If this does happen, a member of staff will be in touch as soon as possible to explain why. If we discover an issue during the processing of your order, a member of staff will be in touch with you via email. If we are unable to fulfil your order for any reason, and we receive no response within 10 working days, the order will be cancelled and a refund issued.

If we discover an error in the pricing of your order, a member of staff will be in contact with you to reconfirm your order (at the correct price) or cancel it. Where no response is received within 10 working days, the order will be cancelled and a refund issued.

All prices are inclusive of VAT (where applicable).

Shipping

We currently offer UK shipping at a cost of £4.95. Please allow 5-7 days from order. We are unable to ship items outside of the UK.

Collection of click & collect orders is only possible during the stated hours as advertised on thesubath.com/shop. We reserve the right to withhold an order if the correct order number & ID in the name of the customer cannot be produced at the point of collection. Collection orders should be collected within 90 days of purchase, after which the order will be cancelled and a refund issued.

Pop-up Shop

Items bought from pop-up in-person sales follow the same terms and conditions as online sales. Please retain your receipt as proof of purchase.

Returns & Exchanges

We are happy to accept returns & exchanges within 28 days of purchase). All items must be returned in their original condition, with all tags still attached.

Please note that we do not cover return postage costs, and you may be asked to pay an additional fee for an exchange to cover the additional postage cost. Exchanges can be done in-person at the SU.

Where requested, and the item is returned to us as described above, a full refund (not including shipping fees) will be issued to the original payment method. We aim to process refunds within 5 working days of receiving the returned item.

We may refuse to issue a refund or exchange:

- If an item is returned to us used, damaged, or in an unsaleable condition.
- If the item returned to us is not the same as what you received.
- If you have returned items to us after the returns period has passed.

If we refuse a return, a refund will not be issued and the item will be sent back to you (at your expense). Alternatively (at our full discretion), we may choose to issue a partial refund to reflect any decrease in value of the item.

Exchanges are subject to the availability of your desired replacement product at the time we receive the original item.

Return address:

SU Shop, The SU
University of Bath
Claverton Down
Bath
BA2 7AY