



MERCHANDISE RETURN POLICY

1. Please choose carefully. We do not give refunds if you simply change your mind or make the wrong decision.
2. **FAULTY ITEMS** – where goods are considered to be faulty, customers can choose between a replacement, repair or refund. In such cases, the receipt must be provided as proof of purchase and the goods will be fully inspected prior to acceptance of their return. In some instances, this may require that the items be sent back to either the distributor or manufacturer. Goods are also to be returned in their original condition with packaging, documentation, warranty cards, manuals, spare parts and accessories etc. We are unable to accept worn or soiled items for return.
3. **SALE ITEMS** – these goods are non-refundable. Please inspect sale items thoroughly prior to purchase and ask any questions if needed as these items are often marked down due to certain defects such as a tear, dirty mark, missing button etc. – these ‘faulty’ items are thus not subject to the return policy as per no. 2 above.
4. **WASHING INSTRUCTIONS** – garments are supplied with care instructions, any damage to garments due to failure to adhere to the Care Instructions are not the responsibility of Goose Valley and may result in the goods being shrunk, faded or frayed. If such items are returned, the manufacturers are able to test whether the instructions have been disobeyed i.e. tumble dried, washed in hot water etc. If you are unsure, or the instructions are absent, please let us know and we will provide you with full details.
5. **GIFT VOUCHERS** – are not redeemable for cash.