

Retail Goods Returns Policy

Luggage-Point operates the following goodwill returns policy:

Goods must be returned within 30 days of purchase otherwise no returns will be accepted. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging and in a saleable condition. If the item is faulty, you'll get the choice of a repair, replacement or refund.

In the event that you wish to return your goods, Luggage-Point will offer to exchange your items or offer a credit note to the receipt value of your goods. Credit notes are valid for a period of 90 days. No extensions will be provided under any circumstance.

In order to be eligible for an exchange or credit note, you must satisfy the following conditions:

- You must have your receipt.
- The item(s) must be in their original packaging and in a saleable condition.
- You must be returning within 30 days of purchase.

Unfortunately, we cannot accept returns on sanitary or hygiene products including earplugs, perishable goods or items where a security seal has been broken.

If you believe your item is faulty and you bought it more than 30 days ago, we will evaluate the reported issue or fault. If a fault exists, depending on its nature and the length of time since the purchase date, we may take the following actions:

- Arrange for the item to be repaired by the manufacturer under guarantee;
- Offer a like for like replacement of the item;
- Arrange a proportional refund based upon the reasonable expected life of the item as determined by the manufacturer.

Nothing in this policy affects your statutory rights.