

# English Junior Coaches and Organisers Association Returns and Refunds Policy

Dated 1<sup>st</sup> Sep 2023

## **Policy Statement**

This returns and refunds policy is in accordance with the EU Distance Selling Directive which came into force in October 2000 and is part of UK law under the Consumer Protection (Distance Selling) Regulations 2000. This law applies to all transactions within the UK where a consumer does not meet the vendor. Contracts between businesses are not governed by these regulations. The return policy is included even though the English Junior Coaches and Organisers Association does not sell goods of any nature at present and has no plans in the future

## **Your rights as a consumer**

In accordance with the law, you have a 7 day 'cooling off period' in which you have the right to cancel your purchase and receive a full refund. You do not need to give a reason for cancelling your purchase. We are obliged to refund your payment in full within 30 days of your cancellation.

## **How to cancel within the 7 day cooling off period**

Should you wish to cancel your purchase within the 7 days 'cooling off' period, please email us at [rob@chesscoachingservices.net](mailto:rob@chesscoachingservices.net). Please tell us your name and address and all relevant details

## **Refunds due to cancellation**

Should you cancel your purchase with this 7 day 'cooling off' period, we will refund your payment in full. If you paid by credit or debit card from this website, your refund will be made directly to your credit or debit card within 30 days of your cancellation. If you paid by any other means, your refund will be made by bank transfer within 30 days of your cancellation.

## **Returns and refunds outside the 7 day cooling off period**

Refunds for unwanted goods will only be made where the goods are returned unused, unopened and in re-saleable condition. Unwanted goods must be returned to us within 7 days of delivery. Currently EJCOA does not sell good and has not plans to do so in the future.

## **Returning unwanted goods**

EJCOA has no plans to see goods. Below is for completeness should EJCOA engage in such activities in the future.

Unwanted goods should be returned within 7 days of delivery. You should post them, unopened and undamaged, to the English Junior Coaches and Organisers Association Chairman, 2 Church Close, Edgware HA8 9NS. We cannot accept liability for goods lost or damaged during transit. You are advised to wrap the product carefully to avoid damage. You are also advised to return goods by recorded delivery, registered post, or by courier. Proof of postage will not be accepted as proof of delivery. Please remember to give us your name and address, and a copy of your purchase receipt.

**Refunds for unwanted goods**

Providing that unwanted goods are received by us in unused, unopened and resaleable condition within 7 days of delivery, we will refund payment for the goods. Orders placed by credit or debit card from this website will be refunded directly to your credit or debit card. Orders placed by other means will be refunded by bank transfer. These refunds will be made within 30 days of return of goods.