

# Community Shop



# Membership Terms & Conditions

## ‘Our rules for shopping’

In these terms and conditions “we”, “us” and “our” means Community Shop Limited and “you” and “your” means you, the member. You may shop at our stores provided you always comply with these Terms & Conditions and our rules for shopping.

## Membership

1. We offer membership to those in receipt of a means tested benefit who live local to the store.
2. Your membership card is valid only for your personal use at your local Community Shop. Your membership card is non-transferrable.
3. You are required to present your membership card upon entering our stores and when making a purchase at the checkout.
4. If anyone who is not you is found attempting to use your card then they may be refused entry.
5. If you wish to shop without your membership card then we may let you do this subject to you being able to show us valid photographic identification, to our satisfaction.
6. Membership cards remain our property and must be returned to us if we request it.
7. You are responsible for notifying us of any change to your personal details. We reserve the right to verify your personal details to ensure continued eligibility for membership.
8. Please report lost or stolen cards to any member of the team instore.
9. Alternatively, you can contact [hello@community-shop.co.uk](mailto:hello@community-shop.co.uk).
10. Your continued membership is subject to these terms and conditions which we may change from time to time without notice.
11. If you are found to be in breach of these Terms & Conditions we may cancel your membership and you will no longer be able to shop in our stores with immediate effect.

## General Policies

1. All items you purchase in our stores are for **personal consumption only and you must not resell them.**
2. To ensure that all members can benefit from shopping at our stores, we may limit the number of products you can buy each day. If you exceed this limit we will tell you at the point of sale in store.
  - a. Typically, we limit most products to a maximum purchase of 6 (six) of any single product per day. This applies to specific products, and not product groups.
  - b. Product specific restrictions, such as case deals, will be clearly communicated at the point of sale in store.
  - c. We may place additional restrictions on certain products at any time, and this will be clearly communicated to you at the point of sale in store.
3. From time to time, we may sell products in our stores which may previously have been:
  - a. Given away free for promotional purposes;
  - b. Part of an offer or promotion which has now expired; or

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- c. Accompanied by a free item which is no longer available.

**In these circumstances, we cannot guarantee that these offers are still valid, and may make these products available for purchase as a stand-alone item.**

4. We may replace or change product packaging to ensure contents are accurately represented and labelled.
5. We are required by law to comply with UK licensing and other legislation. Some products are only available to those aged 18 years and above. We have a "Challenge 25 Policy" which means we may ask you to produce valid identification if you appear to be under the age of 25.
6. You are welcome to bring your children (up to the age of 16).
7. When shopping, you are permitted one transaction each time you visit the store.
8. It is your responsibility to ensure that your visitors are familiar with these Terms & Conditions and rules for shopping. You are responsible for the conduct and safety of your children.
9. You are responsible for and must pay for any products if you or your children open them, including any breakages.
10. We cannot accept responsibility for any theft, loss or damage to personal property whilst on our premises.
11. We reserve the right to alter the number of visits you may make to a store over any given period without prior notice.
12. We may refuse entry or sale at any time, at our discretion.
13. **We wish to provide a shopping environment which is free from all forms of harassment and discrimination. Consequently:**
  - a. **Any form of aggressive behaviour, harassment, abuse or discrimination will not be tolerated and will lead to the cancellation of your membership;**
  - b. **Whilst on our premises, all health and safety rules, guidance and instruction by members of our staff must be complied with to ensure a continued safe environment.**
14. Animals are not permitted in our stores unless they are a service / assistance animal.
15. Smoking and the use of e-cigarettes is not permitted on our premises.
16. We welcome payment by cash, all major debit and credit cards (excluding American Express), Apple, Google and Samsung Pay.

## Returns Policy and Complaints

1. **You MUST make any complaints and/or make returns directly to us and NOT to the retailers or manufacturers of the products you buy in our stores.**
2. Our returns policy applies only to items which were damaged or faulty at the point of purchase.
3. Upon return of a purchase we will offer a refund or exchange for an item of the equivalent value. You must have a valid receipt of the purchase and the original payment card used. If possible, any returns should be made to the same store of purchase.
4. Clothing returns must be returned within 30 days of purchase. The product must be unworn and in a resaleable condition.
5. Your statutory rights are not affected.

## Privacy

1. We respect your right to privacy. Any personal data is handled by us in accordance with our **Privacy Policy**.