

Green Uniform and Baby Bank (GUBB) Return and Refund Policy

Policy Governance

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Return and Refund Policy

The GUBB return and exchange policy applies to all non-consumable items. The consumable items offered are non-returnable. Consumable items include dummies; nappies, nappy bags; creams, wipes, toiletries, baby formula (milk or powder) and jarred baby food.

The other items offered at GUBB are non-consumables and are subject to this returns and refund policy. If you have purchased a non-consumable item(s), GUBB will accept a return within 14 days with proof of purchase. The item can be exchanged by:

- returning the same item in condition as it was purchased;
- exchanged for another size or alternative item(s) for an equivalent value; and
- returned in person to our community shop at First Floor, Winsford Community Centre, High Street, CW7 2AS.

If the item is being returned because it is found to be damaged or faulty, the above applies. However, GUBB will offer a choice of a credit note, valid for 12 months from issue, or a refund via the original payment method. The payment should be returned within 3-4 working days from the refund being requested.

If you have any questions about a return or this policy, please contact us:

First Floor, Winsford Community Centre
High Street, Winsford
CW7 2AS

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