

Retail, Refunds & Returns Policy

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1. Shop Overview

- 1.1. During **busy periods**, it may take longer than usual to send out your order. We will try to inform you of this over the phone when you order, or by posting a note on our website. We will prioritise **urgent orders** where possible, so please inform us if your order is urgent.
- 1.2. Please note we cannot re-use or re-sell **opened packages of feeding equipment**, including Dr Browns bottle packs where the box has been opened.
- 1.3. When fulfilling orders, **our first priority** is families in the UK followed by orders from NHS services. International orders are usually processed last. This is partly due to our priorities as a charity, and partly because of how long these different types of orders take to fulfil.
- 1.4. We strongly encourage all customers to order via the **web shop**, which is fully mobile compatible. This helps us and you to keep track of your order better, and minimises the chances of human error. If you have any issues ordering through the shop, please get in touch to let us know and we will do all we can to fix it.
- 1.5. **If there are any issues with your order or payment**, we will always try to contact you over the phone in the first instance to resolve these as quickly as possible. Please provide a current mobile number whenever placing an order.

2. Products, Prices and Shipping

2.1. Products and Pricing

- 2.1.1. All feeding equipment sold by CLAPA in our 'Feeding Equipment' section has been recommended by NHS Cleft Nurse Specialists as suitable for babies born with a cleft, but keep in mind that not all items are suitable for all babies. **Parents and carers should wait until their Cleft Nurse Specialist has conducted a feeding assessment before ordering any items, and should speak to their nurse if they have any questions or issues.** CLAPA staff are not medically trained and cannot give recommendations.
- 2.1.2. We **cannot supply free samples** of feeding equipment, even for educational purposes.
- 2.1.3. Any external products, including those sold by affiliates like **Amazon** or **Redbubble**, have not been recommended by health professionals and are not endorsed by CLAPA. These websites have their own return/refund policies and complaints procedures, and CLAPA cannot take responsibility for any products purchased outside of our website.
- 2.1.4. **CLAPA is a charity dependant on public donations, and we subsidise the cost of feeding equipment** to keep prices low for the cleft community. We **reserve the right to change prices without notice** in whatever way is necessary for us to maintain this service.
- 2.1.5. Our **website** will always list the **most up-to-date prices** and the most recent catalogue will also be downloadable from the [main shop page](#). We do not take responsibility for errors or delays caused by organisations or individuals placing orders using the wrong prices, though we will attempt to get in touch to resolve these issues where possible.

2.2. Welcome Packs

- 2.2.1. CLAPA provides one free 'Welcome Pack' for each child born with a cleft in the UK.

These contain:

- Specialist bottles and teats:
 - o 2 x **MAM** Soft bottles AND 1 x pack of 2 MAM teats
 - o **OR** 2 x 4oz **Dr Browns** Bottles with 2x Level 1 and 2x Level 2 teats (please request any alternative teat sizes when ordering – we can provide up to two extra sets of teats free of charge, e.g. 2x Level 3 and 2x Level 4)
- Optional: 'Callie and her Cleft' picture book for siblings.
- A selection of CLAPA literature:
 - o Leaflets about CLAPA, and CLAPA News magazine
 - o 'Help with Feeding' leaflet
 - o 'Cleft Lip and Palate: A Guide for Parents and Carers'

- Catalogue of feeding equipment
- 2.2.2. We will send these out after a baby has had a feeding assessment and a Cleft Nurse Specialist has recommended specific bottles and teats in our range. **Please do not order or ask for any feeding equipment not recommended to you by a Cleft Nurse Specialist.**
- 2.2.3. Families (or nurses acting on behalf of families) can request a Welcome Pack by calling CLAPA's office 9am-5pm Mon-Fri on 020 7833 4883.
- 2.2.4. Shipping for Welcome Packs (and anything ordered along with a Welcome Pack) is free.
- 2.2.5. We can replace faulty items in Welcome Packs free of charge, but cannot provide further Welcome Packs or replacement feeding equipment if you originally ordered the wrong kind (unless the equipment is returned unused and unopened), or if they turn out to not be suitable for your baby. Please see '[Refunds and Replacements](#)' below for more information.

2.3. Shipping Costs

2.3.1. **Families in the UK:** £3 per order, or FREE for orders of £15 and over.

2.3.2. **NHS Trusts:**

£5.00 for orders with a value of up to £20.00

£10.00 for orders with a value over £20.00

£15.00 for orders with a value over £50.00

£25.00 for orders with a value over £100.00

2.3.3. **International Orders (including ROI):**

£15.00 for tracked and signed delivery. This is for relatively small orders made by individuals. If it will cost significantly more than this to post your order, we will get in touch to provide another quote for shipping.

£5.00 for non-tracked Royal Mail International Standard small packages in the Republic of Ireland only.

3. Refunds & Replacements

Refunds and free-of-charge replacements may be offered if you contact us within 14 days of your order being dispatched.

In exceptional circumstances, we may offer refunds or exchanges after 14 days. Please get in touch by emailing info@clapa.com to discuss this with us.

3.1. Feeding equipment is faulty.

- 3.1.1. Please note that MAM teats should be replaced at least every 4-6 weeks. They often swell up with use, so new teats may appear smaller or a different colour than usual.
- 3.1.2. Please **contact us** to explain the exact nature of the fault, and if possible provide photographs. We may use these to contact the manufacturer directly, or to identify similar faults in the rest of our stock.
- 3.1.3. We will send **replacement product(s)** as soon as possible, along with a freepost label or envelope so you can return the faulty items to us.
- 3.1.4. We will offer a **refund** if you do not want replacement product(s), but we will need you to send photographs and/or return the faulty item before we can process this.

3.2. I received the wrong item(s)

- 3.2.1. If you received a different item to what we have listed on your order, **please contact us**. We will send **replacement** product(s) as soon as possible, along with a freepost label or envelope so you can return the incorrect items to us. This applies even if you've opened the package. Please note we **cannot send you any items you order in the future** until we have received your return.
- 3.2.2. We can offer a **refund** instead, but only once the incorrect product has been sent back to us. We can provide you with a freepost label or envelope to help with this.
- 3.2.3. **Please note:** we'll use our own record of your order to determine if we sent out the wrong items. If you ordered over the phone and believe we wrote your order down wrong, we will honour this policy at our discretion.

3.3. I ordered the wrong item(s), but have not opened or used them and am willing to send them back myself

- 3.3.1. We are happy to offer refunds and/or replacement items (assuming the same value) once we have received the unopened items which were ordered by mistake. This includes 'loose' CLAPA merchandise like t shirts which have not been used.

3.4. I am a family/individual in the UK and I have not received my order

- 3.4.1. CLAPA sends out all packages for UK families First Class through the Royal Mail. These usually arrive the next day but sometimes take up to 5 working days to be delivered. If you are still waiting for an order (especially if you ordered online and received an email notification that your order was dispatched), it may have been left with a neighbour, or may be at your local depot. [Find your local depot here](#). Please note, postal workers do not always drop a card through the door to say they attempted delivery, so please check with your depot before contacting CLAPA.

- 3.4.2. We may have attempted to contact you over the phone about your order but have been unable to reach you. This is especially likely if you ordered over the phone and the money has not left your account yet. Please call us between 1-4pm on weekdays to speak to our Post Room Assistant about this, or call during other business hours to leave a message.
- 3.4.3. If it's been **over 5 working days** (excluding weekends and public/bank holidays) and your local depot does not have the package, we can offer a free replacement or a full refund. Please double-check we have your correct address when requesting this.
- 3.4.4. If we receive an undelivered item back from the Royal Mail with a note indicating you did not attempt to collect it from the depot, we will re-send it at our discretion.

In some circumstances, we are not able to offer refunds or free-of-charge replacements, even within 14 days. These include:

3.5. I ordered the wrong item(s) but have already opened the package

- 3.5.1. We cannot re-sell or donate opened or used feeding equipment. As such we are unable to provide a refund or exchange for these items.
- 3.5.2. For merchandise items, if these have not been used we can offer a full refund or exchange once we receive these items back from you.

3.6. The feeding equipment I ordered isn't working for my baby

- 3.6.1. Unless an item is clearly faulty, we cannot refund or replace open/used feeding equipment which has turned out to be inappropriate.
- 3.6.2. We rely on parents and carers ordering feeding equipment in consultation with their **Cleft Nurse Specialist**, who will check a particular feeding method works before recommending it. In some cases, even when a product is recommended, it may not work as well as hoped and
- 3.6.3. If you have any questions or problems when using the equipment recommended to you, please get in touch with your Cleft Nurse Specialist in the first instance.

4. NHS or International Orders

- 4.1. As a charity, CLAPA prioritises orders from families in the UK. However we will always do our best to process NHS or international orders as quickly as possible. If the order is particularly urgent and you would be willing to pay extra for faster postage, please get in touch with us at info@clapa.com to let us know.

4.2. NHS ORDERS

- 4.2.1. All NHS orders are sent either by **tracked and signed delivery**, or via a **courier service**.
- 4.2.2. We do not partner with any particular courier service, rather we pick from the cheapest of several options which we have found to be reliable.
- 4.2.3. Occasionally, small, low-value packages will be sent via Royal Mail First Class post or Special Delivery (signed but not tracked).
- 4.2.4. We can send tracking information on demand – emailing info@clapa.com is the easiest way to request this.
- 4.2.5. Please ensure you have included the **correct carriage charge** on your Purchase Order, and that you have used the most **up-to-date prices** (available in the latest catalogue linked [here](#)) to avoid unnecessary delays.
- 4.2.6. If your order has **not been dispatched within 2 weeks** of us receiving your correct purchase order, we will send it via special delivery as soon as possible.
- 4.2.7. If your order has been delayed because of **errors on purchase orders**, we will usually try to get in touch to resolve this, but as we prioritise orders from UK families this may take longer in busy periods. For this reason, please double-check all details of the purchase order, including **current prices and carriage charge**.
- 4.2.8. NHS Trusts have various **Terms and Conditions** which we do our best to follow, but please ensure you highlight any unusual clauses or anything particular to your NHS Trust when placing the order.

4.3. INTERNATIONAL ORDERS

- 4.3.1. All **international orders** are sent by tracked & signed international post. Please ensure you provide us with your **full, correct address**, as we find many international packages are returned to us because of an **insufficient or incorrect address**.
- 4.3.2. If you have any concerns about the address you provided through our web shop (e.g. if it has a significantly different format to UK addresses), please email us at info@clapa.com quoting your order number (found in your confirmation email) and listing the full address you would like to appear on the parcel.
- 4.3.3. CLAPA cannot take responsibility for **undelivered or undeliverable** international packages, especially if we were provided with an insufficient address. We will provide you with tracking information which you can use to find the last known location of the parcel, and if it was lost by the delivery service you must contact them for all enquiries.

- 4.3.4. If an international package is **returned to us**, we will happily send it out again, but will contact you to double-check the address and to ask that you pay again for international shipping.

4.4. ORDERS TO IRELAND

- 4.4.1. Customers in Ireland have two shipping options available – ‘International Shipping’ (£15), and ‘Non-tracked Shipping to Ireland’ (£5). The ‘International Shipping’ option is handled as laid out in 4.3 above.
- 4.4.2. The ‘non-tracked’ option is a cheaper alternative for families ordering small parcels to Ireland. Packages will be sent via **Royal Mail International Standard post**, which aims to deliver items within 3-5 working days.
- 4.4.3. If your item does not arrive, we will not re-send it until **30 days** have passed or until it’s returned to us by Royal Mail. If an item is returned to us, we will send it out again for free if we have addressed your parcel differently to the address you have provided us in writing (i.e. through the web shop). Otherwise, we will ask that you pay again for non-tracked shipping. **It is your responsibility to ensure we have your correct address in writing.**

5. Complaints

- 5.1. CLAPA is constantly reviewing its policies and procedures around our shop and appreciates all feedback about your experiences with our services. We hope to be able to resolve any issues quickly and to your satisfaction, but if you wish to make a formal complaint, this will be handled with reference to our [Complaints Policy](#).
- 5.2. Disputes and complaints should be emailed directly to info@clapa.com. If you are unable to email, please call us on 020 7833 4883 and we will make a note of your complaint.
- 5.3. **If your complaint is of a particularly sensitive, personal or serious nature, you can contact our Chief Executive or Chair of Trustees directly. See our full [Complaints Policy](#) for more information.**
- 5.4. We will acknowledge your dispute or complaint within 7 working days, and will respond within 28 days. However, whenever possible we will aim to respond within 24 hours.
- 5.5. Please keep in mind that as a small charity with limited staff and resources we may not be able to resolve your issue immediately, but we will endeavour to explain why this issue came about and what we’re doing to avoid similar issues in the future.
- 5.6. We record all complaints in a log and review these when looking to develop our services.