



## Returns and Holding Deposit Policy for **Pimped Emporium of Treasures**

**Effective Date:** 28-10-24

**Review Date:** 28-10-25

**Version:** 1.0

### Returns Policy

We want you to be completely satisfied with your purchase. If you are not satisfied, please follow our returns policy outlined below:

**1. Return Period:**

Items may be returned within **30 days** of purchase for a full refund or exchange, provided they are in original condition with all tags attached.

**2. Non-Returnable Items:**

The following items cannot be returned:

- Gift cards
- Personal hygiene items (e.g., undergarments, swimwear)
- Sale items (unless stated otherwise)

**3. Receipt Requirement:**

Returns are subject to store credit/exchange at the manager's discretion.

**4. Refund Method:**

Refunds will be issued in the same form of payment used for the original transaction. If you paid by card, please allow up to 5-7 business days for the refund to process.

**5. Exchanges:**

Exchanges can be made for items of equal or lesser value. If the new item costs more, the difference will need to be paid at the time of exchange.

**6. Condition of Items:**

Items must be unworn, unused, and in original packaging. We reserve the right to refuse returns that do not meet these conditions.

*The above conditions do not affect your statutory rights.*

### Holding Deposit Policy

**1. Holding Items:**

We offer a holding service for items in-store. To hold an item, a **20% deposit** of the item's price is required.

**2. Deposit Non-Refundable:**

The holding deposit is non-refundable. If the item is not collected within **7 days** of the hold date, the deposit will be forfeited, and the item will be returned to stock.

**3. Collecting Held Items:**

To collect your held item, please present your receipt of the deposit along with valid identification.

**4. Payment of Remaining Balance:**

The remaining balance must be paid in full at the time of collection.

**5. Conditions for Holding:**

Holding is only available for items that are currently in stock. We cannot hold items that are on sale or part of a promotion.

### **Contact Us**

For any questions or clarifications regarding our returns and holding deposit policy, please contact us at [mail@pimpedemporium.co.uk](mailto:mail@pimpedemporium.co.uk) or visit our store.

**3 St Alban Street, Weymouth, DT4 8BZ**

Expressive Revamp Ltd. Registered at: Towngate House, 2-8 Parkstone Road, Poole, Dorset BH15 2PW  
Registered in England No: 14653965