

Class Grass The Field Refund policy

Refunds may be given within 7 days from the date of purchase for products of saleable quality, in their original packaging, with swing tickets/barcodes attached and with the relevant online receipt. Refunds will be credited to the original tender used to process the payment. If products received as a "gift" (recipient is not the purchaser) are returned to the fulfilment centre for refund, the refund will be processed onto the original card used as payment for the order.

This does not affect your statutory rights.

To qualify for a refund, all products must be returned to Class Grass Ltd in accordance with the Class Grass Ltd returns policy set out below.

Cooling off period for refunds

In addition to our General Refund Policy, EU customers have the right to cancel their order under the EU Consumer Rights Directive. Please see clause 7 for more details.

Faulty/incorrect products received

In the unlikely event that you have received the wrong products from Class Grass Ltd or that the products are faulty or damaged in any way please contact our customer service team.

Returns Process

Products purchased online for home delivery or collection can be returned within 7 days. There are 2 ways to do this:

1. If you ordered online and your order was delivered to your home, you may return your product(s) to store or post it back to Class Grass Ltd Aughagower Castlecoote Co Roscommon Ireland
 - . The cost of returning the item(s) to Class Grass Ltd will not be refunded.
2. If you ordered online and your order was delivered to a store, you must return your product(s) to a store. Orders paid for using PayPal cannot be returned to store and must be returned to the Class Grass Ltd. You will be responsible for paying your own shipping costs for returning your item.

If you ordered in store, and collected in store, you must return your product to the store.

All returns of products, whether under the general refund policy or the cooling off period, must be accompanied by the dispatch note, which is included in your order.

Any products received by Class Grass Ltd without a copy of the dispatch note will not be processed as a return and a refund will not be given. Please see our General Refunds Policy (Clause 12) for more details.

All returns are your responsibility until they reach us. We recommend you use a postal service that insures you for the value of the goods you are returning. We recommend that you retain your proof of posting.

All returned products must be of saleable quality.

. The returned products must be:

- in their original packaging
- with swing tickets/barcodes attached
- with original dispatch note enclosed in the case of postal returns or accompanied by the dispatch note in the event that the product is returned to stores

Refunds will only be processed once the products being returned have been returned in accordance with this procedure. Refunds will be credited to the original card used to process the payment. If products received as a “gift” (recipient is not the purchaser) are returned for refund, the refund will be processed onto the original card used as payment for the order. We will process the refund due to you as soon as possible.

For details on furniture returns please click [here](#).

[Returns queries](#)

If you have a query regarding returns, email us at info@thefield.ie