

Refund Policy for SU Shop

We want you to be happy with your purchase so if you are not completely satisfied with any of your order, then simply return the items to us at any time within 14 working days of receipt and we will issue a refund or an exchange.

Faulty items

We will refund you the full value for any items that are faulty or damaged.

- Your refund will be paid back to you using your original payment method within 10 days of us receiving your return.

Exceptions to your right to return

We're not able to process returns for any of the following:

- Any products we have made, personalised or customised specifically for you, i.e. with your name or course details .
- A pre-order item that is printed to order as production is only run based on the final order quantity.
- Where you have not taken reasonable care of goods whilst in your possession and have not been returned with the original packaging.
- If you have made a spelling mistake on your order and it has been sent for production.
- You have disposed of the item you have an issue with.
- A perishable item that has been consumed or disposed of.

TERMS AND CONDITIONS: REFUND POLICY (RETAIL) TEESSIDE UNIVERSITY STUDENTS' UNION (TUSU) LAST UPDATED: SEPTEMBER 2026