



OASIS CHARITY BAZAAR – CUSTOMER POLICY

Updated 2 January 2022

General

1. All customers are welcome to the Oasis Charity Bazaar and are treated with curtesy.
2. Our opening hours are Monday to Saturday 9am – 4pm and on Sunday, we open 2:30-7:30pm. We open on public holidays except for Christmas, Easter and New Year's daay. The opening hours can also be found on our website www.mission4changes.org.
3. The charity shop location is available on the Facebook page or you can write 'Oasis Charity Bazaar' on Google and it comes up automatically.

Complaints & Suggestions

4. All customers have the right to submit a complaint or a suggestion. Complaints / suggestions are received in person at the charity shop and left in the apposite box during opening hours. Complaint and suggestion forms are available from the charity shop.
5. Customers may also submit a complaint or a suggestion outside opening hours by sending an email to admin@mission4changes.org . If without email one can also call on +356 99476526.
6. All complaints or suggestions are treated with confidentiality and addressed promptly.

Payments

7. All items at the charity shop are priced. If an item is not priced you may ask for the pricing to the person(s) attending the charity shop.
8. No person is allowed to take any items on credit / promise to pay.
9. Payments at present can be made in cash or through the BOV Mobile app or by Revolut or by PayPal through the website www.mission4changes.org.
10. A receipt of payment is provided upon request.
11. Any items which are broken are payable. A reduction on pricing may be applied depending on the incident and at our discretion.

Pets or Toddlers

12. The charity shop also welcomes babies and toddlers as well as pets as long as they are attended by guardian(s) / parent(s). The charity shop is not to be held responsible for any damages or accidents happening if pets, babies and toddlers are left unattended.



13. Any items which are broken by babies/toddlers or pets are payable. A reduction on pricing may be applied depending on the incident and at our discretion.

Guarantees

14. All items that are in the charity shop are used-items or after-sales, meaning they are new but items not sold in retail shops.
15. We do not offer guarantees on any of our items.
16. All items that are taken outside the charity shop are non-refundable. Items which are found defective, torn or have any other damage, which was unknown to the customer may be returned and other items for the same value can be taken at no further expense.
17. We do not offer returns on clothes.

Health and Safety

18. Masks need to be worn at all times before entering into the charity shop.
19. Customers are encouraged to use the hand sanitizer upon entering the charity shop.
20. All passages are to be kept clear.
21. The charity shop is to be always kept clean and tidy.

Donation of items

22. If you wish to donate items, you can call the charity shop during opening hours on +356 99572293 or outside opening hours on +356 99476526.
23. You may also bring the items at the charity shop during opening hours without notice but the Oasis Charity Bazaar reserves the right to refuse one, some or all of the items you wish to donate.
24. Items left outside when the shop is closed is strongly discouraged. Although we do have cameras outside, we do not have the means to monitor all hours.
25. Donated items are in principle non-returnable. One may still ask for the possibility to reclaim. If the items are not sold and if they are traceable, we do our utmost to return.
26. We do not offer payments for donated items. Nor do we trade your donated items with any sellable items at the charity shop

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