



MISSION4CHANGES CHARITY SHOP – CUSTOMER & DONORS POLICY

Updated 2 January 2026

General

1. All customers are welcome at the Mission4Changes charity shop, 246, Żabbar Road, Fgura and are treated with courtesy.
2. Our opening hours are Monday to Friday 9am – 8pm, on Saturday we open 9am – 4pm and on Sunday, we open 10:00am-4:00pm. We open on public holidays except for Christmas, Boxing Day, New Year's Day, Good Friday and Easter Sunday. The opening hours can also be found on Google.
3. The charity shop location is available on the Facebook page or you can write 'Mission4Changes charity shop' on Google and it comes up automatically.

Ilmenti u Suggerimenti

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 respective box during opening hours. If you are not aware of the Complaints / suggestions box, you can ask someone responsible on the day of visit at the cashpoint. 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 contact us on Whatsapp 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 any item, for any reason is not priced, or you cannot find it, you may ask for the pricing to the person(s) in charge at the time of the visit.
8. No person is allowed to take any items on credit / promise to pay.
9. Payments at present can be made in cash, by card (ePos), by Revolut, using BOV Mobile app or by PayPal through the website www.mission4changesonline.org.
10. A receipt of payment is provided.
11. Any items which are broken are payable. A reduction on pricing may be applied by the management of the charity shop 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 warranties on any of our items.

16. All items that are taken outside the charity shop are non-refundable. You may return purchased items within a period of 14 days and upon presentation of our receipt. Other items for the same value can be taken at no further expense or a credit note is given equivalent to you for the amount shown on the receipt. No cash is given for returned items. 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 or a credit note is given equivalent to the amount shown on the receipt.

17. We do not offer returns on clothes.

Saħħa u Sigurtà

18. If requested by health authorities, masks need to be worn at all times before entering into the charity shop and you are required to keep it on until you leave the 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 and you cannot bring them to the shop, you can call the charity shop during opening hours on +356 99476526 or you can send a photo of the items to be collected with the address for the pick-up. We will eventually inform you if we will be picking-up and we will schedule an appointment with you for the pick-up. The charity shop reserves the right to refuse one, some or all of the items you wish to donate, especially if these items are not sold in our shop.



23. You may also bring the items at the charity shop during opening hours without notice but the charity shop Charty Bazaar reserves the right to refuse one, some or all of the items you wish to donate, especially if these items are not sold in our shop.

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 donated items. If the items are not sold and if they are traceable, we do our utmost to return. Nonetheless we are not to be held responsible for the donated items, if you want them back and they are not found. The responsibility for the donated items falls on the donor and legal actions is taken in case of aggression.

26. We do not offer payments for donated items. Nor do we trade your donated items with any sellable items at the charity shop.

27. A receipt is given for donated items.

Cash Donations

28. Cash donations are allowed only against receipt and to a maximum of two thousand euro. No cash donations are allowed without receipt and outside our premises.



27.



27. Tingħata l-irċevuta għall-affarijiet li thallu bhala donazzjoni.

Donazzjonijiet Kontanti

28. Donazzjonijiet kontanti jintlaqhu biss jekk bl-irċevuta. Mhux permess donazzjonijiet mingħajr l-irċevuta jew fuq barra tal-binja tagħna.