

Pride of Neurodiversity (PoN) Returns & Refund Policy

Last Updated: June 2026

Introduction

At Pride of Neurodiversity (PoN), we want you to be delighted with your purchase. If you are not completely satisfied, this policy explains your rights and how returns, refunds and exchanges are handled.

This policy complies with applicable UK consumer protection legislation.

Contact Information

For all return and refund enquiries, please contact:

Pride of Neurodiversity (PoN)

Email: neurodiversitytartan@outlook.com

Website: <https://neurodiversitytartan.co.uk/>

Your Right to Cancel

For online purchases, customers have the right to cancel their order within 14 days of receiving their goods without giving a reason.

To exercise this right, you must notify PoN within the 14-day cancellation period.

You then have a further 14 days to return the item.

Conditions for Returns

Returned items must:

- Be unused and in a resaleable condition
- Be returned with original packaging where possible
- Not show signs of wear, damage or alteration
- Be returned within the required timeframe

PoN reserves the right to reduce any refund where goods have been handled beyond what is necessary to inspect them.

Non-Returnable Items

Unless faulty or not as described, the following items may not be returned:

- Personalised or custom-made products
- Bespoke commissioned items
- Digital products or downloads once accessed
- Gift vouchers

Faulty, Damaged or Incorrect Items

If you receive an item that is:

- Faulty
- Damaged during delivery
- Incorrect

Please contact PoN within 7 days of receipt.

Where possible, please provide:

- Order number
- Description of the issue
- Photographs of the item and packaging

PoN will arrange an appropriate remedy, which may include:

- Replacement
- Repair
- Full refund

Refunds

Once returned goods have been received and inspected, refunds will be processed using the original payment method.

Refunds will normally be issued within 14 days of receiving the returned item or receiving proof of return.

Return Postage Costs

Where the Customer Changes Their Mind

The customer is responsible for return postage costs.

Where the Item Is Faulty, Damaged or Incorrect

PoN will reimburse reasonable return postage costs or provide an alternative return arrangement.

Exchanges

PoN may offer exchanges where stock is available.

Customers wishing to exchange an item should contact PoN directly.

Delivery Charges

Original delivery charges will be refunded where required by law.

Additional delivery upgrades selected by the customer may not be refundable.

Stockist and Trade Orders

Trade and wholesale orders placed by approved stockists are generally non-refundable unless:

- Products are faulty
- Products are damaged in transit
- Incorrect items have been supplied

Any issues must be reported within 7 days of delivery.

Competitions and Prize Giveaways

Prizes won through competitions, giveaways or promotional campaigns organised by Pride of Neurodiversity (PoN) are non-transferable and cannot be exchanged for cash or alternative products unless otherwise agreed by PoN.

Unless explicitly stated otherwise within the giveaway announcement, winners are responsible for all postage and packaging costs associated with receiving their prize.

Details of any applicable delivery charges will be provided to the winner before dispatch.

Prizes will only be dispatched once any required delivery costs have been paid.

If a winner chooses not to pay the delivery costs, PoN reserves the right to withdraw the prize and select an alternative winner.

PoN is not responsible for delays, loss or damage caused by postal services, couriers or circumstances beyond its control once a prize has been dispatched.

PoN reserves the right to substitute a prize with another item of equal or greater value should circumstances require.

Participation in any PoN competition, giveaway or promotional campaign constitutes acceptance of these terms.

Consumer Rights

Nothing in this policy affects your statutory rights under UK consumer law.

Changes to This Policy

PoN may update this Returns & Refund Policy from time to time.

The latest version will always be available on our website.

Pride of Neurodiversity (PoN)

Mission Statement

*“Turning grey into colour and celebrating every mind through the world’s only
Neurodiversity Tartan.”* 

One Tartan. Every Mind. Endless Pride.