

## **Return and Refund Policy - Aldeburgh Museum Shop**

**1** You may cancel your contract with us and receive a refund if you notify us before the goods have been despatched. You can notify us by email at [aldeburghmuseumshop@gmail.com](mailto:aldeburghmuseumshop@gmail.com). Please include your order number to help us to identify it. If you send us your cancellation notice by email, then your cancellation is effective from the date you send us the email.

**2** However, this cancellation right does not apply in the case of:

(a) items that are made to your specifications or clearly personalised; perishables, eyewear, products where the seal is broken and jewellery. These items are non-refundable and cannot be exchanged unless faulty or damaged

(b) sealed audio or sealed video recordings or sealed computer software, once these Goods are unsealed after you receive them; or

(c) any Goods which become mixed inseparably with other items after their delivery.

**3** If you have returned the Goods to us because they are faulty or misdescribed, we will refund the price of the Goods and will refund you on the credit card or debit card used by you to pay.

**4** If Goods have been delivered to you before you decide to cancel the Contract then you must return them to us without undue delay and in any event not later than 14 days after the day on which you let us know that you wish to cancel the Contract. You can either send them back at your expense or return them to us at the museum at Aldeburgh Museum, Moot Hall Aldeburgh IP15 5DS.

**5** If you want to return your order for any reason then we must receive this return within 28 days of receipt in original condition.

**6** Exceptions items excluded from this clause 5 are items that are made to your specifications or clearly personalised; perishables, eyewear, products where the seal is broken and jewellery. These items are non-refundable and cannot be exchanged unless faulty or damaged.

**7** Customised products e.g. custom prints cannot be refunded.

**8** Faulty or damaged - we'll send out a replacement or offer an exchange/refund. Goods are classified as faulty if they are received damaged or when a manufacturing fault occurs within 6 months of purchase. Wear and tear doesn't count as faulty.

**9** Once we have received the goods we will issue a refund or replacement(s) whichever you have requested. Refunds will only be issued within 14 days of receipt of the returned/cancelled order. Online orders are refunded using Stripe payments gateway.

**10** Any refunds will be credited to the Debit or Credit Card used at the time of placing an Order.

**11** The amount of refund that you receive may be affected by the exchange rates of currency and it is possible that you may receive less refund. Any discrepancy will be down to the currency conversion rates on your bank's end, which you should follow up with your bank. We do not accept liability for the shortfall in refund due to the exchange rate currency.

**12** Return postage charges are non-refundable unless the order was faulty or incorrect.

**13** We recommend that you ask your Post Office for proof of posting because you are responsible for the order until we have received this.