

**We hope you are pleased with your order**

If anything you have ordered does not live up to your expectations just return it to us unused, in its original packaging, for an exchange or refund within 30 days. Unless the item is faulty, return postage will be at your cost. It is important that the goods are returned in the best possible condition so please pack them appropriately.

**Large items.**

To return any large item or piece of furniture please first contact our customer services team.

**Faulty Goods.**

Should you believe an item to be faulty, please contact Customer Services to discuss your concerns and for advice on returning the item at our expense.

**Exceptions**

We are sorry but personalised products, food and self-assembly furniture (once partly or wholly assembled) cannot be refunded or exchanged unless faulty.

Earrings may only be returned if the seal on the bag is unbroken (unless faulty).

**Refunds**

We will refund you within 14 days of the goods being returned to us and will email you to advise once processed. If the order is returned in its entirety within 14 days, we will also refund your original delivery charge. **Please see our website for full terms and conditions.**

**Contact** our customer Services team on 0333 240 6038 (Mon- Fri 9am - 7pm, Sat 9am - 5pm) or email service@museumselection.co.uk

**To return an item.**

This completed returns form must accompany your returns parcel. We recommend you obtain a Certificate of Postage as you are legally responsible for the goods until they reach us.

Our returns address is: **Keswick House, Branthwaite, Workington, Cumbria CA14 4ED.**

Please complete the details below to help us deal with your return quickly, and enclose this form inside your parcel.

Name & Order Number
Name:
Order No:

**FOR EXCHANGES ONLY**

If the new items are cheaper, we will refund the difference. If the items cost more, please enter payment details below:

**Cheque Enclosed**

(Payable to Museum Selection) value:

£

**Charge my credit card**

Visa ☐ MasterCard ☐

Card No.

Expiry

Security Code

Signature

**Reason Codes (Enter Below)**

- |                            |                                     |
|----------------------------|-------------------------------------|
| 1. Damaged on arrival      | 8. Too Small                        |
| 2. Defective               | 9. Delivered too late               |
| 3. Wrong item received     | 10. Not as described in catalogue   |
| 4. Wrong item ordered      | 11. Duplicated delivery             |
| 5. Poor value for money    | 12. Changed my mind                 |
| 6. Quality not as expected | 13. Not as illustrated in catalogue |
| 7. Too large               |                                     |

SKU	Description	QTY	Reason Code	Exchange	Refund	New Item Code