

## **Shipping**

For UK orders, we arrange delivery of UK orders (values under £4,500.00) via Royal Mail - signed for service, with tracking, delivery confirmation, and insurance to all UK addresses where possible. The tracking number will be sent to you once your item has been dispatched.

A courier option is required for all overseas orders and all UK orders above £4,500.00 in value; please contact us for further details and supply us with your postal/zip code to facilitate a quotation.

We are happy to provide a free (outbound) shipping service on all purchases over £1,000.00 but only when the ticket price has been paid in full; please be aware that in the event of either a negotiated, introductory or promotional discount, we will not always be able to accommodate the provision of a free shipping service within the final negotiated purchase price.

For overseas shipments, customs duties, fees and import taxes (if applicable) which may be incurred and these are the responsibility of the purchaser/buyer. Notwithstanding, Antiques are often exempt from customs duty but please see our terms and conditions and also check with your own countries customs regulations for clarification prior to placing your order.

Our goods are usually dispatched on the first working day after cleared payment has been received in full. NB. during any "Lockdown" period, this may be delayed by up to one week.

Please note that the time it will take for your goods to reach you may vary depending upon your location.

## **Returns**

In addition to the following, please see our full set of Terms and Conditions.

For purchases made through our website (only), our return policy lasts for 14 days (inclusive) after the customers confirmed receipt of delivery of the goods.

We require you to notify us in advance of your intended return and the goods must be returned to ourselves and signed for within 14 days of their recorded receipt for their delivery to yourself.

If 14 days have expired since your receipt of the goods and the goods are not received by ourselves, then unfortunately we will not be in a position to offer you a refund or an exchange.

To be eligible for a return, your goods must be unworn/unused and presented to us in the same condition in which you received them; they must also be in their original case and all

the relevant documents pertaining to the purchase of the piece must be returned to us within the same delivery.

Any items returned to us and not in their original condition, damaged or missing any part or parts, for whatever reason, will not be accepted by us for a refund or an exchange.

Also any goods which are returned to us with evidence of subsequent alterations or repairs will not be accepted for a refund or an exchange.

### **Refunds (if applicable)**

In addition to the following, please see our full set of Terms and Conditions.

Please also see the terms as agreed and outlined on your purchase invoice.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item/s.

We will subsequently notify you of our approval of a refund or if applicable, our reason for a rejection.

If approved, your refund will be processed, and a credit will automatically be applied to your credit/debit card or to your original payment method, within 14 days.

### **Delayed or missing refunds (if applicable)**

If you haven't received a refund, please check with your bank first.

If appropriate please contact your credit/debit card company; it may take some time before your refund is officially posted.

There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund, please contact us at [haydockantiques@outlook.com](mailto:haydockantiques@outlook.com)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### **Exchanges**

Unless it is specifically expressed and recorded within the original purchase agreement/invoice, we do not offer an exchange service. However if we have reached this

agreement with you then please do contact us at [haydockantiques@outlook.com](mailto:haydockantiques@outlook.com) to discuss the appropriate arrangements.

### **Return Shipping**

To return your goods, you should dispatch these to:

Robin Haydock Antiques

143 -144 Grays Antique Centre

Downstairs.

58 Davies Street.

London

W1K 5LP

Unfortunately Shipping costs are non-refundable.

We always recommend using a secure & trackable shipping service for a return plus purchasing shipping insurance.

Please see our stock photographs, description and our invoice description for our pre-sale assessment of the goods condition, any photographs form part of the pre-sale description.

These are antique items and we list all significant wear issues within the description.

Buyers are responsible for return shipping costs. Items must be marked as 'return purchase' on their packaging to avoid customs fees; it is also advisable to outline the goods as described on our original purchase invoice, thus avoiding any UK customs duty on return import.

Please note that any subsequent customs fees due upon the goods return to the UK, arising from an item not being properly described etc., will be deducted from the refund balance.

We are unable to offer refunds (or any element of a refund) due to currency fluctuations or customs fees

## **Refund Policy**

We comply with U.K. law regarding distance selling regulations.

In addition to the terms outlined in the paragraphs above, please see our full list of Terms and Conditions as published on this website.

Should you have any queries or further questions then please contact us at [haydockantiques@outlook.com](mailto:haydockantiques@outlook.com).