

RETURNS AND REFUNDS POLICY

The Charles Dickens Museum Limited acting as the sole trustee of The Dickens House and the Dickens House Fund.

This Policy was reviewed on 15 March 2018.

Charles Dickens Museum

Your legal rights:

When you buy goods from a business, in law you have a number of rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

Our policy:

In addition to your legal rights, we also allow you to return goods if you simply change your mind. Please return the unused goods to us with the original till receipt within 14 days and we will offer you an exchange or a credit note.

Online returns

If you change your mind about a purchase from our online shop and wish to return an item, you have 14 days from when you receive the item in which to do this. You have a further 14 days in which to return the item to us.

Please note that there are some statutory exemptions and we regret that we cannot accept returns of the following:

- personalised items and custom-made items, such as a T-shirt with your name on it
- perishable items, such as food
- newspapers and magazines
- unwrapped CDs, DVDs and computer software

Your item must be unused and in the same condition that you received it. It must be in the original packaging, and you will need to provide the receipt or proof of purchase. We will then provide you with a full refund. However, please note that you are responsible for paying for your own shipping costs for returning the item. Shipping costs are non-refundable.

Please note: we strongly recommend that you use a trackable shipping service to guarantee that your item reaches us.

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Faulty items

If an item is faulty, whether you bought it in our Museum shop or online, you have 30 days in which to return it to us together with the original receipt or proof of purchase. Provided that you have not damaged the item by trying to repair it, we will give you a full refund.

If you don't return the item within the first 30 days, but find a fault within the first six months, we will either replace the item if it is still in stock, or offer a refund, provided that you have the original receipt or proof of purchase.

Refunds (if applicable)

Once we receive your item, we will inspect it and notify you that we have received your returned item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain number of days, depending on your card issuer's policies.

Contact Us

If you have any questions on how to return your item to us, please contact us:

Email: info@dickensmuseum.com

Telephone: +44 (0)20 7405 2127