

Thank you for shopping with us.

Need to return something?

If for any reason you do not wish to keep your item(s), please return them to us in their original condition and packaging within 28 days of delivery. Please note, as per our terms and conditions, we cannot accept returns of custom prints and other items made to your specification or personalised; perishable or edible items such as flowers or food; items that have been sealed for hygiene reasons, where the seal has been broken, such as beauty products and pierced earrings. This does not affect your statutory rights.

How to return items to us:

If your item(s) are faulty, damaged, or not as described, please contact us first for instructions on how to proceed.

Please provide your order number along with a photo of the item and a description of the issue.

You may email us at shop@vam.ac.uk or call us on +44(0)20 7942 2000 between 1000 and 1700.

- 1 Please fully complete the table below, being sure to include your name, email address and order number.
- 2 Include this form along with the item(s) you wish to return in robust and secure packaging.
- 3 Send the package to:

V&A ONLINE SHOP (RETURNS)

UNIT 14 VISION

KENDAL AVENUE

VISION INDUSTRIAL PARK

LONDON

W3 0AF

- 4 Ensure you obtain proof of posting at the Post Office when you return the item(s) in case you need to make a claim. We cannot accept liability for returned goods lost in transit. All returns will be processed by us within 14 days of receipt.

Please note, return postage charges are at your own cost and are non-refundable unless your item(s) are faulty, damaged, or not as described.

Please note, **returns of items purchased online cannot be accepted in our shops in the V&A.**

Please return by post to the above address only.

Name (as on your order)
Email address
Order No. (on your order confirmation email)

Item no.	Product Description	Quantity Returned	Reason for Return*	Reasons for Return Codes*
Example - 123456	Postcard book	1	A	A Unwanted gift/item
				B Size/ fit too big
				C Size/ fit too small
				D Item faulty
				E Looks different to online image
				F Arrived too late
				G Incorrect item received
				H Parcel damaged on arrival
Additional Comments:				I Other (please specify in space provided)

Our full terms and conditions are available at www.vam.ac.uk/shop/delivery-returns

