



# Bentley Priory Museum Online Shop Policy

Thank you for shopping with us!

Every purchase supports the Museum, an independent charity safeguarding and sharing the important history of Bentley Priory.

## **CORONAVIRUS UPDATE**

**Delivery:** We will do our best to get your order to you as promptly as possible, but please be aware that delays may occur due to reduced service at the Museum or Royal Mail.

**Returns:** Due to new safety regulations, all parcels received at the Museum will be left for 72 hours before opening. Refunds will be processed once parcels can be opened after this period.

## **Delivery**

We ship by Royal Mail Second Class. Delivery is typically within 2-3 days, but please allow up to 10 working days for delivery within the UK.

Delivery Charges (Mainland UK only)

Standard Delivery £3.50

Signed For Delivery £5.90

## **Shipping**

**Orders will be shipped weekly, on Mondays as standard.** Additional shipments may be made during the week at the Museum's discretion, based on demand and availability.

## **Cancellations & Returns**

### **Cancellations**

If you need to cancel your order before it's been despatched, please contact us as soon as possible on 020 8950 5526 or [enquiries@bentleypriorymuseum.org.uk](mailto:enquiries@bentleypriorymuseum.org.uk).

If you need to cancel your order after despatch, please contact us to organise a return. Your order will be refunded once the goods are received and processed at the Museum.

### **Returns**

If you are not entirely happy with anything you have purchased from the online shop, please contact us in writing within 30 days of delivery:

**Email:** [enquiries@bentleypriorymuseum.org.uk](mailto:enquiries@bentleypriorymuseum.org.uk)

**Address:** Bentley Priory Museum, Mansion House Drive, Stanmore, HA7 3FB

Please note that it is the customer's responsibility to arrange and pay for the return of goods that have been correctly supplied and are not faulty. We recommend that they are sent via a signed-for service.

Once a return has been arranged with the Museum, please return your order within 14 days in its original packaging.

**Please note:** Unfortunately, for hygiene reasons, we are unable to offer refunds or exchanges on pierced earrings, unless they are faulty.

### **Faults & Warranties**

All of our products have a 12 month warranty.

If you wish to report a fault or mistake, please include a photo if you can to illustrate the problem. Once you have been in touch, we will then give you individual advice on returns, replacements and refunds.

### **Refunds**

Orders will be refunded in full once received and processed at the Museum within the return timeframe outlined in this policy.

Refunds will be made to the same payment method used to place the original order.