



## **ORDERS, SHIPPING AND RETURNS**

### **Purchasing items from us**

If you decide to purchase an item from us, we thank you for your order and hope you will be very happy with your purchase!

Our items are a mixture of new handmade & vintage / antique and on the description we have used the condition chart to describe the condition of each vintage piece.

### **Condition of vintage items**

Please note that our vintage or antique items as such have been pre-loved and will not be in perfect condition. If you are looking for a perfect "like new" item, please check out our handmade items as antique or vintage items may not be for you.

Please ensure that you are satisfied with the condition prior to purchase by checking the item. Please note that not all items will be washed or dry-cleaned by us prior to sale, although we do steam items, spot clean where necessary and will often wash or dry clean items where we feel the items will withstand the process. Some items reach us in a pre-cleaned condition and no further cleaning is required, whilst some ornate or older items may be damaged by cleaning processes. We strongly advise that you seek specialist advice before trying to clean any vintage or antique item.

### **Shipping**

We always send items via a tracked and signed for service, They are insured for the full value. We use various services to deliver your purchase, including Royal Mail, Evri and Yodel. Orders are usually posted within 3 working days of ordering (often

sooner). We take photos of items and packages before they leave us. We have a flat UK rate of £4.95

### **Cancellation of orders**

Changed your mind? In line with UK distance selling laws, you can cancel your order up to 14 days after your order is delivered. You do not need to give a reason for cancelling. If you contact us before we post your item we are happy to cancel your order and process your refund. Please note that we often post items out the same day we receive the order, therefore please contact us as soon as possible if you change your mind. For details on returns, please see below.

### **Damaged on arrival or lost packages?**

We go to great lengths to ensure that your item reaches you safely. In the event that your parcel arrives damaged or is lost, please inform us/ the postal service/ courier immediately. Usually postal/ courier services recommend that the sender initiates any claim. If an item is damaged, take photos of the packaging as it arrived, and of any damage incurred to the item as a result. Items are sent fully insured, and we will need you to provide us with information (including photos) in order for us to process any claims.

### **RETURNS**

**Online purchases:** We are happy to accept returns of items purchased unseen (online) for any reason; please contact us as soon as possible via our **Contact Us** page or email ([hello@thevintagehippy.co.uk](mailto:hello@thevintagehippy.co.uk)) and strictly within 14 working days of receipt. Once you have informed us that you will be returning the item, you then have 14 days to return the item for a refund or exchange. Please contact us for the returns address.

Please note that return shipping costs will not be refunded (unless the item has a fault that we have not included in our description- on the vintage items we do not consider a fault to be normal signs of wear commensurate with age). Please return the item as soon as possible after informing us of your decision to return. The purchaser is fully responsible for the safe return of items to us. Items must be returned in the same condition that they were sent, unused by the customer and with labels still attached. Any items that have had labels removed, re-attached, or have been used are non returnable. The buyer is fully responsible for the item until it reaches us. We strongly recommend that items be sent fully insured, via a signed for service and that proof of postage is kept as we will not accept any responsibility for returned items that fail to reach us. If items are lost or damaged whilst being returned, we may charge you, or not refund you, to compensate for the loss or damage. We do not accept requests for returns from anyone other than the original purchaser. Refunds will only be issued after an item has been returned to us in the timescale and condition outlined above and in this case we will refund the customer within 14 days of receiving the goods back. Refunds will be issued using the same method that you made payment.

Any item purchased online and collected in person (therefore seen) will not be eligible for returns as above- please see details for face to face customers below.

**EU and International Customers:** We are currently not shipping to the EU or Internationally.

**Face to Face Customers (At fairs or collection from our studio):**As items purchased in person can be fully inspected (and where appropriate tried on) before purchase, we are unable to offer returns on these items.

Any customers who pay for an item online and subsequently collect in person will be asked to check that they are happy with the item before leaving the premises. This includes someone who is sent on behalf of the customer to collect the item. A refund is only possible in this instance if the item does not leave our stall or studio.