

## 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:

- 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                     |
|  |                     |                   |                    | CM - Changed my mind                  |
|  |                     |                   |                    | B - Size/fit too big                  |
|  |                     |                   |                    | C - Size/fit too small                |
|  |                     |                   |                    | D - Item faulty                       |
|  |                     |                   |                    | E - Doesn't match online image        |
|  |                     |                   |                    | WD - Doesn't match online description |
|  |                     |                   |                    | F - Arrived too late                  |
|  |                     |                   |                    | G - Incorrect item received           |
|  |                     |                   |                    | H - Parcel damaged on arrival         |
|  |                     |                   |                    | QA - Disappointed in quality          |
|  |                     |                   |                    | I - Other (Please specify)            |
| Additional Comments:                         |                     |                   |                    |                                       |

**If you require assistance, please contact us via [shop@vam.ac.uk](mailto:shop@vam.ac.uk) or by calling +44 (0)20 7942 2000 between 1000 and 1700.**

Our full terms and conditions are available at [www.vam.ac.uk/shop/delivery-returns](http://www.vam.ac.uk/shop/delivery-returns)

