

## **RETURNS**

If you are not entirely happy with anything you have purchased from Heritage Link please contact by emailing [enquiries@mansfieldwoodhouse-heritagelink.org.uk](mailto:enquiries@mansfieldwoodhouse-heritagelink.org.uk) or telephoning 07759783002 within 14 days of delivery. Items are returned at your own expense, unless damaged, and should be unused, returned in their original packaging and in a fully resalable condition.

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

### **Non-refundable items**

Unfortunately, special orders of prints are non-refundable, unless they are damaged or faulty.

For hygiene reasons, we are unable to offer refunds or exchanges on pierced earrings, unless they are faulty