

# Delivery and Returns

Hawkins Gallery uses the royal mail for deliveries and aims to have your item delivered in less than three days.

## Terms and Conditions of Delivery

**Delivery is available on all orders where the following criteria have been met:**

- 1, The order is placed and authorised before the specified cut off time and all security checks have been completed.
- 2, All items on the order are in stock and available for delivery.
- 3, Cleared funds have been received in full for the order total.
- 4, The correct delivery has been chosen.
- 5, Working days are Monday to Friday and excludes bank holidays.

## Returns

We hope that you will be pleased with your purchases. However, there may be occasions when you will need to return items to us.

### **You change your mind or miss ordered**

If you have changed your mind or miss ordered any item and wish to return it, then in line with the Distance Selling Regulations (DSR) you can do so provided you inform us of your decision within 7 working days of receipt. The item must not be opened or used when returned to us. Once you've informed us that you wish to return goods under the DSR, you have 14 days to do so, at your own expense. Once the item is received, we'll issue a full refund for the product to your original payment method.

### **Items not delivered**

If you have not received your items you must let us know within 7 days from the estimated delivery date. Once we know you have not received your item we will investigate the matter fully both internally and with our carriers. Unfortunately we cannot investigate non-receipt deliveries after this time has elapsed.

### **Items damaged in transit**

If any items were damaged in transit we ask you not to sign for the item or for the carrier to sign that the items are damaged. If the items are not physically noticeably damaged, you must report it to us as soon as possible with a maximum of 7 days. Items should be returned in their original packaging complete with all accessories and documentation. Once received back into our warehouse, we'll issue a replacement or full refund to you via your original payment method and reimburse your reasonable return carriage costs.

### **Items faulty on arrival**

If your items are faulty on arrival, please report it to us as soon as possible with a maximum have 28 calendar days. Items should be returned in their original packaging complete with all accessories and documentation. Once we have verified the fault, we'll issue a replacement or full refund to you via your original payment method and reimburse your reasonable return carriage costs. We test returned items, and if a returned item is found not to be faulty by our technicians we will return the item to you, in this instance you will be liable for the return carriage.

### **Returns using your own method of delivery**

If you elect to return the defective product to us using your own method of delivery, we will refund up to £4.00 of the costs incurred by you. This will only be refunded upon the receipt of proof of the carriage costs.

### **Need to return an item?**

You must email us and wait for use to issue you with returns number before sending any item back or it will not be processed. The returns are only processed Monday to Friday 12pm to 3pm excluding bank holidays.