

# JANE AUSTEN'S HOUSE

## Refunds Policy

### Returns and Delivery Policy

**In these difficult times please rest assured that we are still here in Chawton keeping Jane's House. We have however had to adjust our opening hours and will not be opening our usual seven days for some time to come. As a consequence, we do not necessarily process your orders every day but although there may be a slightly longer delay than usual in getting back to you, we still pride ourselves in our responsive and prompt service. Please bear with us and we look forward to welcoming you again in person hopefully in the not too distant future.**

Obviously, we hope that you will enjoy your purchase, but we do accept that sometimes you will not like what you have ordered, or you simply change your mind. If you have any doubts or queries about sizes, we encourage you to get in touch before you order to avoid disappointment. Here are our contact details; [enquiries@janeaustens.house](mailto:enquiries@janeaustens.house), we can usually deal with your queries by email but if your query is more specific please do give us your phone number and we will call you to discuss. We do aim to get back to you by return but sometimes the House is very busy and there may be a delay, bear with us, we value all our customers.

#### When can I obtain a refund?

Jane Austen's House will be happy to refund or exchange any purchase, other than exempt and non-refundable products as identified below, within 30 days of purchase. The item must be returned in its original condition and in its original packaging.

#### How can I return a purchase to you?

Contact us at [enquiries@janeaustens.house](mailto:enquiries@janeaustens.house) to let us know that you wish to return a purchase. We will get back to you within 48 hours of receiving your email explaining how to send the item back, unfortunately we will not be able to refund the cost of sending back in these circumstances. If you are still in the area you can of course drop it back with us in person, do check our opening times which are seasonal, we wouldn't want you to have a wasted journey!

#### What information do you need to let us have to enable us to process a refund?

If you wish to return a purchase to us, please click on the button below and complete the form. This should be included with the parcel returning the product. Once we receive the product, we will let you know that it has been safely received and that we will be processing the refund. Please remember that it can sometimes take a while for refunds to show on credit card or bank statements. We would strongly advise that items of value should be insured as they remain your responsibility until safely received by us.

#### What if the item is damaged when I receive it or the goods are faulty or do not look like the product on the website?

If the item is damaged you may not need to send it back to us, a photograph may be enough. Please contact us as soon as you notice the damage by email at [enquiries@janeaustens.house](mailto:enquiries@janeaustens.house). Likewise please contact us as soon as you notice the fault or that the product does not appear to be as described on our website and in any case within a reasonable time, but not more than 30 days, of receipt. We will advise you of the best thing to do and may ask you to return it to us and will replace it, subject to us still stocking the item. In either case if a

# JANE AUSTEN'S HOUSE

## Refunds Policy

replacement cannot be offered we will refund the full cost of the order, including the costs of our standard delivery charge and any costs you may incur returning it to us up to a limit of our standard delivery charge.

### Exempt and non-refundable products

Certain types of products cannot be returned like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products) or pierced earrings (for hygiene reasons). We also cannot accept any products that have been unsealed by you after you receive them so please do make sure that you have ordered the correct DVD or other such sealed product for your machine.

**Unfortunately, we are not able to refund Gift Cards/Vouchers.**

Please get in touch if you have questions or concerns about your specific product.

### **Delivery**

#### Deliveries in UK

£0.01 - £20.00	£3 (Standard)
£20.01 - £40.00	£5 (Standard)
£40.01 - £99.99	£9 (Special Delivery)
£100 - +	FREE (Special Delivery)

#### Deliveries in Europe

£0.01 - £20.00	£4 (Standard)
£20.01 - £40.00	£6 (Standard)
£40.01 - £99.99	£12 (Tracked & Insured)
£100 - +	£15 (Tracked & Insured)

#### Deliveries to the rest of the world

£0.01 - £20.00	£5 (Standard)
£20.01 - £40.00	£8 (Standard)
£40.01 - £99.99	£15 (Tracked & Insured)
£100 - +	£18 (Tracked & Insured)

We are happy to ship to you wherever you are in the world however we can make no promises about the time it will take for our product to reach you nor that it will not be delayed at the border. Please also remember that certain products are restricted in certain countries or may be susceptible to additional taxes. Please make sure that you have informed yourself of these restrictions before you place your order so as to avoid delay and frustration.

**Covid – we are experiencing extensive delays in international deliveries, particularly to the United States, so please ensure that you place any orders in good time for your needs.**