

Terms & Conditions – Returns and Refunds Policy

Background

We try to source antique and vintage items that people who share our taste will want to buy - and keep! Ultimately, we really want all our customers to be **very happy** with their purchase.

Clearly the items we sell are not 'new' and therefore they will have idiosyncrasies and imperfections commensurate with their often very considerable age. Also, whilst some of our samplers for example may be considered 'very fine', we specialise in rustic and primitive items where the patina of age and various knocks and dinks - even long since vacated woodworm holes - are very much in our view part of their charm and value!

All the pieces we sell have been carefully 'conserved' so that their condition has at the very least been stabilised to prevent as far as possible any further deterioration. Usually this just means cleaning, waxing and if needed the application of an appropriate precautionary treatment such as for woodworm. If necessary, we have access to the services of various specialist professional such as joiners, glaziers or blacksmiths. Quite commonly this pre-sale process means that most items we sell, and especially our samplers, have also been 'restored' to something approaching their original condition. However, even if it were possible, we rarely if ever seek to restore any piece to its 'original' state - in our view to do this will invariably detract from its history, charm and value.

We take great care to ensure that all our written descriptions are accurate and self-critical making clear any defects and if there has been any significant conservation or restoration to a piece. Our many photographs for each item are also very well lit, cover various angles and as such form a very important part of the overall listing's description. We ask that you please study in detail the listing of any piece that you may be considering before purchase and that you are happy to buy it. **A refund will only be made if we believe we have made a genuine error in the item's description (both written and photographic) and we accept that the item received is not as described.**

Please don't hesitate to get in touch with any questions you may have **before** making a purchase: we are always glad to help and will do our best to answer your questions as quickly as possible.

Having had much experience shipping items to domestic and overseas buyers, our items are **extremely well packaged**. Your purchase will not be damaged in transit due to any unprofessionalism by us and we do not accept returns or offer a refund for any claim of this nature.

Procedure

If, despite the above, upon receipt of an item you are unhappy with the **manner it has been described**, then we ask that you **please** follow the procedure below.

1. Inform us **immediately in writing** explaining **why in your view the item is not as described in the listing**.
2. Send your message to samplersandtreenaeb@gmail.com. A refund will only be made after the item has been returned within **14 days**.
3. **Should we agree** that the item is not as described in the listing, we will indicate this to you in writing via email.
4. Goods must be returned in the **condition dispatched by us and shipped at your cost**. The goods must be securely wrapped and packaged before shipping in the original packaging wherever possible or if not in a similar equivalent.
5. Once the returned goods have been received and checked, you will be issued a **full refund minus the original Royal Mail Special Delivery cost** incurred by us in shipping the item to you: **our original postage/delivery costs by us cannot be refunded**.

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