

Thank you for shopping with us.  
Need to return or exchange something?

If for any reason you do not wish to keep your item(s), please return it to us in its original condition within 28 days of receipt. We will be happy to exchange it or give you a refund. We cannot offer refunds on pierced jewellery, underwear or cosmetics if the hygiene seal has been removed, unless damaged or faulty.

Returns by post:

- 1 Please complete the table with your name, email and order number.
- 2 Include this form with the item(s) you wish to return or exchange.
- 3 Send the package to: RETURNS, V&A Online Shop, Unit 14 Vision, Kendal Avenue, Vision Industrial Park, London, W3 0AF
- 4 Please ensure you obtain a Proof of Postage at the Post Office when you return the item(s). We cannot accept liability for returned goods lost in transit. All returns will be processed within 14 days of receipt.

Please note: return postage charges are non-refundable unless your order was faulty or incorrect.

Name (as on your order)
Email address
Order No. (on your order confirmation email)

Item no.	Product Description	Quantity Returned	Reason Code*	Exchange? Y/N	Reasons for Return Codes*
Example - 123456	Postcard book	1	A	Y	A Unwanted gift/item
					B Wrong colour/size ordered
					C Faulty
					D Looks different to online image
					E Arrived too late
					F Incorrect item received
					G Parcel damaged on arrival
Additional Comments:					H Other (Please specify)

Returns in store:

Items can be returned in person to one of the V&A Shops in South Kensington or at the Museum of Childhood, Bethnal Green. Remember to bring proof of purchase with you.

If you would like further information, please call our Customer Services team on +44(0)20 7942 2000, or email [shop@vam.ac.uk](mailto:shop@vam.ac.uk)

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

