

Returns & Refunds Policy Updated March 2024

Thank you for shopping at Real Vintage Roots.

If you have purchased an item directly from our premises

We only offer refunds if our item is not as described. We do not accept refunds if upon receiving an item, you change your mind. Please note - It is the responsibility of each customer to ensure that the item ordered will fit through all access points and into the space intended. Sorry, but items cannot be returned because they do not fit.

If you have purchased an item online without viewing in person

We offer you the option to return the item within the first 14 days of your purchase, if 14 days have passed since your purchase, you will not be offered a refund of any kind. You will need to notify us of your intention to return the item in writing, within 24 hours of receiving it.

Restocking fee

For any item which is returned to us, we will charge a 10% re-stocking fee. This will be deducted from the amount of any refund that may be issued.

Eligibility for Refunds and Exchanges

- Your item must be unused and in the same condition that you received it.
- Your item must have been stored inside the main body of your home. (Lofts, garages and sheds do not apply and will render your right to return ineligible).
- The item must be in the original packaging.
- To complete your return, we require a receipt or proof of purchase.

Partial refunds are granted *(if applicable)*

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 14 working days of us receiving the returned item.

Late or missing refunds

- If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.
- If you have done all of this and you still have not received your refund yet, please contact us at realvintageroots@gmail.com

Shipping

- Please send the item back to the following address – Real Vintage Roots Ltd, Drayton, Hampshire, PO6 1PT.
- You will be responsible for arranging and paying for your own shipping costs for returning your item.
- Any damage which occurs in transit is not our responsibility. If an item is damaged in transit, we will not be issuing the refund. It will be your responsibility to raise any disputes directly with the courier company.
- You will need to liaise with us directly via email to ensure that we are available to receive delivery within the allotted time.