

## **The Burlington Magazine Web Shop Delivery and Returns Policy**

Effective September 20, 2014

*This policy does not refer to subscription orders. Please see 'Subscription Terms and Conditions' for the subscription delivery and returns policy.*

### **Purchases**

By law, customers in the European Union have the right to cancel the purchase of an item within 14 days beginning from the day you receive a good (or goods) ordered by you. This applies to all of our products sold on our web shop except for digital items (e.g. Digital PDF downloads) that are provided immediately to you.

To cancel a purchase within the 14 day cooling-off period, you must contact us directly at [webshop@burlington.org.uk](mailto:webshop@burlington.org.uk) or call +44 (0)20 7388 1228 between the hours of 9am and 5pm (GMT) Monday to Friday.

For purchases by customers from outside of the European Union, we will allow an order cancellation and refund provided the product has not been dispatched for delivery.

### **Order Confirmation**

As soon as you place your order you will receive an order confirmation email. This means that we have received your order in our system and authorized your credit card for the purchase.

### **Order Shipment – Physical Goods**

As soon as we receive your order we will process the item for shipment within 5 business days (excluding bank and public holidays) from the date of your order.

### **Order Shipment – Digital Downloads**

In the case of digital PDF products, once your payment for the digital PDF product has been processed and approved you will receive a download link (or links) within your order email confirmation to enable immediate download. For security purposes, the link (or links) remain active for 24 hours, after which time they expire and you will no longer be able to download the digital product(s). You are responsible for downloading your digital product(s) during the 24-hour period after you have received the order confirmation email. The Burlington cannot be held responsible if you fail to download a digital product within 24 hours of receiving the confirmation email.

### **Returns and Refunds**

Please note that you'll be responsible for the costs of returning any items to us unless we delivered the item to you in error.

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect.

Your must return the item within 28 days of your purchase.

### **How to Return an Item**

1. Please email [webshop@burlington.org.uk](mailto:webshop@burlington.org.uk), or call +44 (02)7388 1228 between the hours of 9am and 5pm (GMT) Monday to Friday, to request a refund.

2. Mail your returned item to:

The Burlington Magazine Web Shop  
14-16 Duke's Road  
London, WC1H 9SZ  
United Kingdom

3. Include in your package a signed letter stating the reason for your return and a copy of your emailed order confirmation.

Please note that we do not accept returns delivered by hand.

### **Return and Refund Exceptions**

Digital downloads are not eligible for return or refunds. If you encounter a problem downloading a digital product within 24-hours of receiving your order confirmation email, please contact [webshop@burlington.org.uk](mailto:webshop@burlington.org.uk) or call +44 (0)20 7388 1228 between the hours of 9am and 5pm (GMT) Monday to Friday and we will endeavour to ensure you receive your digital product(s) within 24 hours of receiving your request. If your request occurs on a weekend or during a bank or public holiday we will process your request the next business day.