

The Draper's Shop Online | Returns Policy



Thank you for shopping at The Draper's Shop Online.

We like to make returns and exchanges as simple as possible. For more information, please have a look at the FAQs below.

What is your returns policy?

The Draper's Shop Online is happy to accept returns, in their original packaging, 30 days from receipt of purchase.

Only goods returned to us as sold can be refunded. Once your item is received and inspected we will send you an email to notify you of the approval or rejection of your refund. If you are approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment within 14 days. Please allow sufficient time for the refund to appear on your statement before contacting us. Full postage costs may also be refunded if goods have been sold defected or not as described. Breakable items such as glasswear, stonewear and ceramics are shipped at the buyers own risk. We do our best to ensure that our goods reach you safely.

If your goods reach you in poor condition or not as described, please contact us immediately, preferably by email at thedrapersshop@dunollie.org with details of your order. You can also call 01631 570550 to speak to member of the retail team.

If you would like to cancel your order you have the right to do so within 7 working days following receipt of the goods. Goods from cancelled orders must be returned within 7 days of notice of any cancellation. Unfortunately, sale items cannot be returned.

Which items cannot be returned?

We want our customers to be happy with their purchases and always aim to be as accommodating as possible with regard to returns. However, the following items are non-refundable (unless faulty):

- Made to order items, unless not as agreed.
- For hygiene reasons, certain jewellery (for example pierced earrings).

- Any product with a security seal (such as CDs, DVDs and other technology products), cannot be refunded or exchanged if the seal is broken.
- Gift Cards and Gift Vouchers cannot be returned or exchanged for cash.
- Perishable food and beverages.
- Unsealed cosmetics or personal grooming products

How do I return items?

Please pack up your **unused** items in their **original packaging** with your **proof of purchase** and address to The Draper's Shop, Dunollie Museum, Castle and Grounds, Ganavan Road, Oban, PA34 5TT.

You will be responsible for paying for your own shipping costs for returning your item. If you are shipping an item over £30, you should consider using a trackable shipping service or purchasing shipping insurance.

To issue returns in house where a debit/credit card has been used for payment, the card and the cardholder should be present.

We accept in-house returns for items that have been purchased online using Stripe or PayPal payments methods but please be aware that refunds to Stripe or PayPal account may take up to 10 days to be processed.

Do you issue exchanges?

We are happy to exchange sizes of items of clothing, depending on availability, provided you contact us first. The item must be returned as sold, and you will be responsible for any additional shipping charges.

Contact Us

If you have any questions on how to return your item(s) to us, please email us at thedrapersshop@dunollie.org . You can also call 01631 570550 to speak to a member of the retail team.

This policy has been written by the Dunollie Preservation Trust staff team and approved by the Dunollie Preservation Trust.