

Return Policy

Returns

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be in the same condition that you received it.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only 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
- Any item that is returned more than 14 days after delivery

Refunds

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 days.

Late or missing refunds

If you haven't 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.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@vintagefactory.shop.

Exchanges

We only replace items if they are defective or damaged. However, for vintage items, every item is unique, exchange is almost impossible. If you need to exchange it for a similar item, send us an email at info@vintagefactory.shop and send your item to: Vintage Factory, Hippolytusbuurt 31, 2611 HM, Delft, Nederland.

Shipping

To return your product, you should mail your product to: Vintage Factory, Hippolytusbuurt 31, 2611 HM, Delft, Nederland

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping a valuable item, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot be held responsible for lost items without track & trace