

## **Return Policy**

### **Returns (ordered in one of our brick & mortar shops)**

- We do not refund money, instead we offer you a giftcard, discount code or exchange.
- Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a giftcard, discount code 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

### **Returns (ordered online in our webshop)**

- We do not refund money, instead we offer you a giftcard, discount code or exchange.
- Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a giftcard, discount code or exchange.
- To be eligible for a return, your item must be in the same condition that you received it.

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

If your return is approved, then your giftcard, discount code or exchange will be processed within 14 days.

To start your return process please visit <https://vintagefactory.shipping-portal.com/rp/> or go to our "Retouren page" on our website and complete the steps.

## **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](mailto:info@vintagefactory.shop) and send your item to: Vintage Factory, Hippolytusbuurt 31, 2611 HM, Delft, Nederland.

## **Shipping**

To return your product, please follow the instructions to send your product back to us. 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