

# Shoreline

The home of Margate Made  
Westgate Galleria and  
The Eclectic Art Gallery Margate

## RETURNS POLICY FOR ONLINE PURCHASES

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This is Shoreline Partners' returns policy statement for customers.

Clients renting exhibition and retail space are advised to also familiarise themselves with the specific terms and conditions covering returns and commissions in their contract with us.

For most items you will have 14 days to notify Shoreline Partners that you want to return or exchange the item and then a further 14 days to return the item (the return period expires 28 days from the day that you receive your items).

### **How to cancel, return or exchange an item:**

You need to contact Shoreline Partners ([shorelinepartners1@gmail.com](mailto:shorelinepartners1@gmail.com)) and let us know that you wish to do so.

If the product is faulty or packaging is damaged we ask that you supply photos.

Once we have responded and agreed a resolution with you, package the item up and send it to us within 14 days of contacting us. We recommend that you use a registered (signed for) service so that you have proof of postage. Please note that you will pay for the cost of returning the product unless the product was faulty or damaged.

Shoreline Partners will process any refund due directly to your payment card or Paypal account no more than 14 days after we receive the returned product, or if there were no goods received then 14 days after you have notified us.

Please do not destroy or throw away any product, or packaging that is faulty unless this is agreed by Shoreline Partners (who will liaise with the artist, maker or creative and the carrier, as appropriate).

### **Gift Vouchers**

These cannot be returned or refunded except in accordance with any legal rights that may apply. Gift cards cannot be exchanged for cash at any time.

### **The items you can't send back**

There are some items that you cannot return, they are:

- Items made to your specific requirements, or personalised.
- Items that are perishable
- Any creative item that is specially commissioned (eg. art, ceramics etc.)
- Any item with a hygiene seal, where the seal is broken.
- Gift Vouchers.