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## RETURNS & CANCELLATION POLICY

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This policy sets out your right to return Antique products purchased from us.

1. **Right To Cancel Under The Consumer Regulations**
  - 1.1 We have explained below how you can exercise your right under the Consumer Regulations to cancel your contract with us.
  - 1.2 You have a right to return an Antique product within 14 days without giving any reason.
  - 1.3 The returns period will expire after 14 days starting on the day on which you take physical possession of the goods.
  - 1.4 To exercise your right to return the goods, you must inform us, Fiona McDonald, 323 Fulham Palace Road, London SW6 6TJ, email: [info@fionamcdonald.com](mailto:info@fionamcdonald.com) telephone: +44 (0) 20 7731 3234, of your decision to cancel your contract with us by making a clear statement (e.g. a letter sent by post or email or a telephone call). You may use the model cancellation form provided below, but it is not compulsory.
  - 1.5 When you are contacting us to exercise your right to return the goods you must provide us with your name (as displayed on your invoice), your invoice number and the date of purchase.
  - 1.6 To meet the returns deadline it is sufficient for you to send your communication concerning your exercise of the right to return before the returns period has expired.
2. **Effects Of Cancellation**
  - 2.1 If you decide to return the goods within the returns period you are cancelling your contract with us. If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).
  - 2.2 We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.



- 2.3 We will make the reimbursement without undue delay and not later than:
- 2.3.1 14 days after the day we receive back from you any goods supplied, or
  - 2.3.2 (if earlier), 14 days after the day you provide evidence that you have returned the goods, or
  - 2.3.3 if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.
- 2.4 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless we have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.
- 2.5 You shall send back the goods without undue delay and in any event not later than 14 days from the day on which you communicate your wish to return the goods. The deadline is met if you send back the goods before the period of 14 days expires.
- 2.6 You will have to bear the direct cost of returning the goods.
- 2.7 You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

### **3. Where You Do Not Have a Right to Cancel**

- 3.1 Bespoke products from the Fiona Makes Collection are items of furniture that are produced in accordance with your personalised specification. As a result, you will not be entitled to cancel a contract for the purchase of a product from the Fiona Makes Collection under the Consumer Regulations unless the products are defective.

### **4. Cancellation Form**

You can use the following cancellation form:



### MODEL CANCELLATION FORM

To: Fiona McDonald of 323 Fulham Palace Road, London SW6 6TJ email: [info@fionamcdonald.com](mailto:info@fionamcdonald.com) telephone: +44 (0) 20 7731 3234

I/We(\*) hereby give notice that I/We(\*) cancel my/our(\*) contract of sale of the following goods(\*)/for the provision of the following service(\*):

Ordered on / received on:

.....

Name of consumer(s):

.....

Address of consumer(s):

.....

Signed (you are only required to sign if returning by post):

.....

Date

.....

(\*) Please delete if not applicable