



Returns

Name (as on your order)
Email address
Order number (found on your order confirmation email)

Item product code	Product Description	Quantity returned	Reason code*	Exchange Y/N
(example 78211421 found on your order confirmation email)	(example <i>Mother and Child Norah Neilson Gray Greeting Card</i> found on your order confirmation email)	1	A	Y
Additional Comments				

Reason Codes*			
1 Unwanted	2 Wrong colour/size	3 Faulty	4 Different to online description
5 Did not arrive on time	6 Incorrect order	7 Damaged on arrival	8 Other

Need to return or exchange something?

We hope you are happy with your purchase. If for any reason you are not totally satisfied with your order you may return it to us in its original condition within 28 days of receipt and we will be happy to exchange it or give you a refund. Return postage charges are non-refundable unless the item is faulty or incorrect.

To initiate the returns process, please email ecommerce@nationalgalleries.org or, alternatively, call +44 (0) 131 624 6494, quoting your order number and stipulating the reason for the return.

Returns by post:

- 1** Complete the table, (we will accept both handwritten and typed forms)
- 2** Enclose the form with the order you wish to return or exchange. Send the item to:

Returns, National Galleries of Scotland Warehouse, Unit 6, West Shore Road Trading Estate, West Shore Road, Granton, Edinburgh, EH5 1QF

- 3** Please note that items returned do not become our responsibility until received by our mail order department. We recommend that the goods are returned by a recorded delivery service. Please keep a proof of postage when you return the item. We will process exchanged within 14 days of receipt. Refunds are normally processed within 7 days although please allow up to 28 days. We cannot refund shipping costs for orders delivered unless the product is faulty or damaged.

Returning your goods in person:

You may also return an online order in person to:

Scottish National Gallery Shop
The Mound
The Edinburgh
EH2 2EL

Open 7 days 10am – 5pm (until 7pm Thursdays)

If you would like more information please contact our team on ecommerce@nationalgalleries.org or telephone **+44 (0) 131 624 6494**

For full terms and conditions, delivery and return information please go to www.nationalgalleries.org/shop/delivery-and-returns

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