



Complaints Policy

Effective Date: 11 July 2026

At **Wizards Staff Antiques**, we are committed to providing excellent customer service and quality antique, vintage and collectable items. If you are unhappy with any aspect of our products or service, we would like the opportunity to resolve the matter promptly and fairly.

1. Our Commitment

We take all complaints seriously and aim to investigate every concern in a professional, impartial and timely manner.

Our goal is to resolve issues as quickly as possible while treating all customers with courtesy and respect.

2. How to Make a Complaint

If you wish to make a complaint, please contact us and provide the following information where possible:

- Your full name.
- Your order number (if applicable).
- A description of your complaint.
- Any relevant photographs or supporting documents.
- The outcome you are seeking.

Please use the contact details provided on our website.

3. Our Complaints Process

Once we receive your complaint, we will:

1. Acknowledge receipt of your complaint within **2 working days**.
2. Investigate the matter thoroughly.
3. Contact you if we require any additional information.
4. Aim to provide a full response within **10 working days**.



If the matter is particularly complex and requires more time, we will keep you informed of our progress and provide an updated timescale.

4. Possible Outcomes

Depending on the circumstances, we may offer one or more of the following:

- An explanation of what happened.
- An apology where appropriate.
- A repair or replacement (where available).
- A partial or full refund, where required under our policies or applicable law.
- Another fair and reasonable resolution.

Each complaint is assessed individually.

5. Faulty or Incorrect Items

If your complaint relates to an item that is damaged, faulty or not as described, please contact us as soon as possible and, where possible, include photographs of both the item and any packaging.

Your statutory rights under the **Consumer Rights Act 2015** are not affected by this policy.

6. Respectful Communication

We are committed to treating our customers with courtesy and ask that the same courtesy is shown to our staff.

We reserve the right to end communications that contain abusive, threatening, discriminatory or offensive language. This will not affect your legal rights, and we will continue to deal with legitimate complaints through appropriate channels.

7. Escalating a Complaint

If you are not satisfied with our final response, you may be entitled to seek independent advice or pursue any legal remedies available to you under UK law.

Nothing in this policy limits your statutory rights.

8. Changes to This Policy

We may update this Complaints Policy from time to time.



The latest version will always be available on our website and will include the effective date.

9. Contact Us

If you wish to make a complaint or have any questions about this policy, please contact Wizards Staff Antiques using the contact details provided on our website.