



Condition & Authenticity Policy

Effective Date: 11 July 2026

At **Wizards Staff Antiques**, we specialise in the sale of antique, vintage and collectable items. Many of the items we sell are decades or even centuries old and are offered for their historical character, craftsmanship and individuality.

Please read this policy carefully before making a purchase.

1. Nature of Antique and Vintage Items

Unless otherwise stated, all items sold by Wizards Staff Antiques are pre-owned.

Due to their age and history, antique and vintage items are likely to display signs of previous use, including:

- Age-related wear
- Surface marks and scratches
- Minor imperfections
- Patina
- Fading or discolouration
- Repairs or restoration
- Manufacturing variations typical of the period

These characteristics are generally considered part of the item's authenticity and appeal and should not be regarded as defects.

2. Item Descriptions

We make every reasonable effort to ensure that each item is described accurately and honestly.

Our descriptions are based on:

- Visual inspection
- Experience and research
- Information available at the time of listing



We aim to highlight any significant damage, repairs, restoration or other notable condition issues.

However, minor age-related wear may not always be individually described where it is consistent with the item's age and nature.

3. Photographs

Photographs form an important part of each item's description.

Customers are encouraged to examine all images carefully before purchasing.

While we aim to present colours as accurately as possible, actual colours may vary depending on your monitor, mobile device or screen settings.

4. Measurements

All dimensions are provided as accurately as reasonably possible.

As measurements are taken manually, slight variations may occur.

Customers are encouraged to check measurements carefully before placing an order.

5. Authenticity

We strive to describe every item accurately and in good faith.

Where an item is described as:

- Antique
- Vintage
- Period
- Original
- Signed
- Attributed to
- In the style of
- After

these descriptions reflect our honest professional opinion based on available evidence and research at the time of listing.



Where provenance, documentation or certificates of authenticity are available, this will be stated in the item description.

Unless specifically stated, items are **not** supplied with certificates of authenticity.

6. Restoration and Repairs

Many antique items have undergone repairs or restoration during their lifetime.

Where known, significant restoration or repairs will be disclosed in the product description.

Historic repairs are common in genuine antique items and do not necessarily reduce their desirability or authenticity.

7. Customer Responsibility

Before purchasing, customers should:

- Read the full item description.
- Review all photographs carefully.
- Check all measurements.
- Contact us if they require additional information or photographs.

We are happy to answer questions before a purchase is made.

8. Suitability for Use

Many antiques were manufactured to standards different from those in use today.

Unless expressly stated, items are sold primarily as antiques or collectables and may not be suitable for modern everyday use.

Customers are responsible for ensuring that any item is appropriate for its intended purpose.

9. Condition Reports

Where requested before purchase, we are happy to provide additional condition information or photographs where reasonably possible.



10. Customer Satisfaction

If an item arrives damaged, is not as described, or you have concerns regarding your purchase, please contact us as soon as possible.

Our Returns Policy and your statutory rights under UK consumer law remain unaffected.

11. Contact Us

If you have any questions regarding the condition or authenticity of an item before purchasing, please contact Wizards Staff Antiques using the contact details provided on our website. We are always happy to provide additional information wherever possible.