



14-Day Returns Policy

Effective Date: 11 July 2026

At **Wizards Staff Antiques**, we want you to be happy with your purchase. If you are not completely satisfied, you may return eligible items in accordance with the policy below.

1. Your Right to Return

You may return most items within **14 calendar days** of receiving your order for a refund.

To be eligible for a return:

- You must notify us within 14 days of receiving your order.
- The item must be returned within 14 days of notifying us of your intention to return it.
- The item must be returned in the same condition in which it was received, with any original packaging where applicable.
- The item must not have been damaged, altered, or used beyond what is necessary to inspect it.

2. Return Postage Costs

Unless the item is faulty, damaged, or not as described, **the customer is responsible for all return postage and shipping costs.**

We recommend using a tracked and insured postal service, as the customer remains responsible for the item until it has been safely received by Wizards Staff Antiques.

3. Faulty, Damaged or Incorrect Items

If your item arrives damaged, is faulty, or is not as described, please contact us within 48 hours of delivery with photographs and details of the issue.

Where we confirm the item is faulty, damaged, or incorrect, we will provide an appropriate remedy, which may include:

- A full refund;
- A replacement (where available); or



- A repair, where appropriate.

In these circumstances, we will reimburse reasonable return postage costs.

4. Refunds

Once we have received and inspected your returned item, we will process your refund within **14 days**.

Refunds will be made using the original payment method unless otherwise agreed.

Original delivery charges are refundable only where required by applicable UK consumer law.

5. Non-Returnable Items

The following items cannot normally be returned unless faulty or not as described:

- Gift cards or vouchers.
- Items that have been altered or customised at the customer's request.
- Items damaged after delivery through misuse or accidental damage.

6. Antiques and Vintage Items

Please note that antique and vintage items are often pre-owned and may display signs of age, wear, repairs, or imperfections consistent with their age. These characteristics are considered part of the item's nature and will not be regarded as faults where they have been accurately described and/or shown in photographs.

We encourage customers to review all descriptions and images carefully before purchasing.

7. How to Return an Item

To request a return, please contact us with:

- Your order number;
- Your name;
- The item(s) you wish to return; and
- The reason for the return.



We will provide instructions on where to send your return.

8. Contact Us

If you have any questions about this Returns Policy, please contact Wizards Staff Antiques using the contact details provided on our website.