



# **Woodhall Spa Cottage Museum**

## **Retail Policy (Online)**

**Approved: February 2021**

**Review Date: February 2024**

## Online Retail Policy

Thank you for shopping on the Woodhall Spa Cottage Museum online store.

### What information do we collect about you?

We collect personal information that you choose to provide voluntarily when you use our online shop, when you make a purchase or attempt to make a purchase through the site.

We automatically collect the following information-this is called **Order information**

- Name
- E-mail address
- Postal address
- Landline and mobile telephone numbers

### Payment Process

The payments for online sales for Woodhall Spa Cottage Museum are processed through **Stripe Payments Europe, Ltd.**

Full terms and conditions can be found via the link below.

<https://stripe.com/gb/privacy>

### How do we use your information?

We collect order information to fulfil any orders placed through the Site (including processing your orders and providing you with invoices and/or order confirmations)

We would only use the order information to ***Communicate with you via Email or Telephone should there be an issue with your order.***

### Data Retention

When you place an order through the site, we will maintain your order information for our records only unless you ask us to delete this information.

### Return and Refund

If you are not satisfied with your purchase, we're here to help. Please contact us within 7 days of purchase or within 7 days of receipt if there has been a delay.

### Returns

You have 14 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging

Your item needs to have the receipt or proof of purchase (Original Order Number)

You will be responsible for paying for your own postage costs for the return of your item.

We would advise our customers who return items by post to obtain a certificate of posting.

### **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you about the status of your refund after inspecting the item.

If your return is approved; we will initiate a full refund of your purchase and postage costs to your credit/debit card (or original method of payment).

The date you receive the credit will be dependent on your card issuer's policy.

### **Policy Review**

The policy will be reviewed every three years.

**Signed:**

A handwritten signature in black ink that reads "David Hill". The signature is written in a cursive style with a large initial 'D'.

**David Hill - Chairman, Woodhall Spa Cottage Museum Board of Directors**

**Approved at Board Meeting**

**21<sup>st</sup> February 2021**

**Due for review**

**February 2024**

