



At **Vinyl Kitchen Records LTD**, we are committed to providing high-quality vinyl records and ensuring customer satisfaction. This policy outlines the terms and conditions for refunds, returns, and dispute resolutions.

1. Eligibility for Returns and Refunds

- **Time Frame:** Returns must be initiated within 30 days of the purchase date for UK orders and 60 days of the purchase date for international orders.
- **Condition of Items:** Items must be returned in their original condition, including unopened packaging and any original accessories.
- **Proof of Purchase:** A valid receipt or order confirmation is required for all returns and refunds.

2. Non-Returnable Items

- **Used Vinyl Records:** Records that have been opened and played are not eligible for return unless they are defective. For an item to be considered defective, customers must report the defect within 30 days of the purchase date for UK orders and 60 days of the purchase date for international orders.
- We require photo or video evidence of the defect **before** the item is returned.

3. Damaged or Defective Items

- If you receive a damaged or defective item, please contact us immediately at sales@vinylkitchenrecords.com
- Damaged and defective items must be reported within 5 days of delivery and photos of the damaged item/s must include the packaging and shipping label.
- We will arrange for a replacement or issue a full refund, including any shipping costs.

4. Return Process

- **Contact Us:** Before returning an item, please contact us.
- **Packaging:** Securely package the item to prevent damage during shipping.

- **Shipping:** Customers are responsible for return shipping costs unless the item is defective or we made an error with your order. We are not responsible for any customs charges incurred during the return process for international orders.
- **Tracking:** We recommend using a trackable shipping service. We are not responsible for returns lost in transit.

5. Refund Process

- Once we receive and inspect the returned item, we will notify you of the approval or rejection of your refund.
- Approved refunds may take up to 14 days to process depending on the original payment method used.
- Credit card refunds may take additional time to reflect on your statement, depending on your card issuer's policies.

6. Exchanges

- We only replace items if they are defective or damaged unless the product is in an unopened and original condition.
- If you need to exchange a defective item for the same product, contact us at sales@vinylkitchenrecords.com

7. Cancellation Policy

- **Order Cancellations:** Orders can be cancelled within 24 hours of purchase if they have not yet been dispatched.
- To request a cancellation, contact us at sales@vinylkitchenrecords.com or call **07718055876** as soon as possible.
- If the order has already been dispatched, it cannot be cancelled, but you may still be eligible for a return under our standard return policy.
- Each customer will receive a dispatch email, and cancellation requests must be made before this email is sent. Cancellations can only be processed during business hours.

8. Dispute Resolution

- **Contact Customer Service:** For any disputes or issues, please first contact our customer service team to seek a resolution.
- International customers agree to the terms and conditions upon purchase.
- **Governing Law:** This policy is governed by the laws of England and Wales.

9. International Orders

- International customers are responsible for any customs duties, taxes, or fees.
- Returns and exchanges for international orders follow the same process, but additional shipping time and costs may apply.
- If a package is returned due to non-payment of customs duties, the customer will be refunded the item cost minus the original shipping fee and any additional return costs.

10. Changes to This Policy

- We reserve the right to modify this policy at any time.
- Changes will be posted on our website with the updated effective date.
- The applicable policy will be the one in effect at the time of, and customers will be notified of any significant changes if they have pending orders.

11. Contact Information

- **Email:** sales@vinylkitchenrecords.com
- **Phone:** 07718055876

If you have any questions or concerns about our Refund and Dispute Policy, please do not hesitate to contact us.

CREATED ON 18/11/2024

LAST UPDATED 18/11/2024